Meeting Exchange® 5.1
Bridge Talk User's Guide

04-602733
Issue 1
November 2008

© 2008 Avaya Inc. All Rights Reserved.

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this Documentation unless such modifications, additions, or deletions were performed by Avaya.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked third party Web sites referenced elsewhere within this Documentation and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

License

USE OR INSTALLATION OF THE PRODUCT INDICATES THE END USER'S ACCEPTANCE OF THE TERMS SET FORTH HEREIN AND THE GENERAL LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE AT http://support.avaya.com/LicenseInfo/ ("GENERAL LICENSE TERMS"). IF YOU DO NOT WISH TO BE BOUND BY THESE TERMS, YOU MUST RETURN THE PRODUCT(S) TO THE POINT OF PURCHASE WITHIN TEN (10) DAYS OF DELIVERY FOR A REFUND OR CREDIT.

Avaya grants End User a license within the scope of the license types described below. The applicable number of licenses and units of capacity for which the license is granted will be one (1), unless a different number of licenses or units of capacity is specified in the Documentation or other materials available to End User. "Designated Processor" means a single stand-alone computing device. "Server" means a Designated Processor that hosts a software application to be accessed by multiple users. "Software" means the computer programs in object code, originally licensed by Avaya and ultimately utilized by End User, whether as stand-alone Products or pre-installed on Hardware. "Hardware" means the standard hardware Products, originally sold by Avaya and ultimately utilized by End User.

License Type(s):

Concurrent User License (CU). End User may install and use the Software on multiple Designated Processors or one or more Servers, so long as only the licensed number of Units are accessing and using the Software at any given time. A "Unit" means the unit on which Avaya, at its sole discretion, bases the pricing of its licenses and can be, without limitation, an agent, port or user, an e-mail or voice mail account in the name of a person or corporate function (e.g., webmaster or helpdesk), or a directory entry in the administrative database utilized by the Product that permits one user to interface with the Software. Units may be linked to a specific, identified Server.

Database License (DL). Customer may install and use each copy of the Software on one Server or on multiple Servers provided that each of the Servers on which the Software is installed communicate with no more than a single instance of the same database.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available on Avaya's web site at: http://support.avaya.com/ThirdPartyLicense/

For full information, please see the complete document, Avaya Third Party Terms, Document number 04-601558. To locate this document on the website, simply go to http://www.avaya.com/support and search for the document number in the search box.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site:

http://www.avaya.com/support.

Avaya fraud intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, call Technical Service Center Toll Fraud Intervention Hotline at +1-800-643-2353 for the United States and Canada. Suspected security vulnerabilities with Avaya Products should be reported to Avaya by sending mail to: securityalerts@avaya.com.

For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Trademarks

Avaya and the Avaya logo are registered trademarks of Avaya Inc. in the United States of America and other jurisdictions. Unless otherwise provided in this Documentation, marks identified by "®," "™" and "SM" are registered marks, trademarks and service marks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

Documentation

For the most current versions of documentation, go to the Avaya support Web site: http://www.avaya.com/support

Contents

Preface 11
Intended audience 11
Related documents 11
Conventions 12
Contacting Avaya 13
Technical Specifications 13

Chapter 1: Getting Started 15
Pre-installation procedures 16
Installing Bridge Talk 16
Uninstalling Bridge Talk 17
Starting Bridge Talk 17
Sign-in privileges 19
Establishing an operator audio path 20
Setting up auxiliary audio paths 21
Establishing multiple Bridge Talk sessions on different bridges 23
Exiting from Bridge Talk 23

Chapter 2: Understanding the User Interface 27
Overview of the Bridge Talk Interface 28
Title bar 30
Menu bar 31
Main tool bar 31
Conference Navigator 32
Pending queue 32
Enter queue 33
Conference Room 34
System Message and Chat area 35
Help Requests queue 36
About time-sensitive operator assistance 36
Operator status bar 37
Keyboard shortcut keys 37
Modifying Bridge Talk windows 40
Changing the size of a window or a field 40
Displaying or hiding fields 41
Displaying a field 41
Hiding a field 42
Changing the field order 42

Chapter 3: Creating a Conference 43
Creating a new conference 44
Naming a conference 45
Specifying a conference ID 45
Additional information about conference ID 46
Setting entry or exit tones and messages 46
Additional information about entry and exit tones 47
Adding a voice roster 47
Locking a conference 48
Additional information about locking 48
Securing a conference 48
Additional information about security 49
Setting up a lectured conference 50
Additional information about lecture 50
Muting a line 51
Additional information on muting a line 51
Working with base and current line statuses 52
Using annunciator messages 53
Recording an annunciator message 53
Playing back an annunciator message 54
Additional information about annunciator messages 54
Providing music for a conference 55
Adding an analog or digital music line 55
To remove music from a conference: 56
Linking conferences 56
Adding a virtual link line 57
Removing a virtual link line from a conference 59
Additional information about virtual link lines 59
Adding a dedicated link line 59
Removing a dedicated link line from a conference 60
Using virtual and dedicated link lines in a conference 60
Setting the system to handle calls automatically 61
Placing callers automatically in a specified conference 61
Setting lines to not answer incoming calls 61
Setting the system to not answer incoming calls 62
Additional information on ACS 62

Chapter 4: Dialing In 65
Overview of dialing in 66
How the system routes DNIS/DDI calls 66

When to use a filtered Enter queue . . . 67
Creating a Filtered DNIS/DDI Enter queue . . . 67
About reservation groups . . . 69
Placing incoming lines into a conference . . . 70
Using the Line Detail dialog . . . 71
Using the Find Conference option in the Line Detail dialog . . . 76
Locating conferences using Find Conference . . . 76
Viewing conference information . . . 76
Assigning lines to conferences . . . 76
Assigning and placing lines into conferences . . . 77
Dialing a telephone number . . . 77
Using the Start Conference option . . . 78
Selecting a Base State . . . 79
Selecting a Q&A Priority . . . 80
Selecting additional line options . . . 80
Using a dial list to supply caller information . . . 82
Keyboard shortcut keys for the Line Detail dialog . . . 83

Chapter 5: Recording Conferences . . . 85
Overview of recording . . . 86
Types of recordings . . . 86
Legal notification regarding conference recordings . . . 87
Creating an analog recording . . . 87
Playing back an analog recording . . . 88
Creating a digital recording . . . 89
Playing back a digital recording . . . 89
Deleting a digital conference recording . . . 90

Chapter 6: Using Dial Lists and Dialing Out . . . 91
Working with dial lists . . . 92
Creating a new dial list . . . 93
Modifying a dial list . . . 96
Changing entries in a dial list . . . 97
Overview of dialing out . . . 97
Using FastDial . . . 98
Using BlastDial . . . 102
Additional information about Blast Dial . . . 106
Using a DNIS/DDI Blast Dial . . . 106
Using manual (one-time) dial . . . 107
Additional information about manual dial . . . 107

Adding a delay in a dialing sequence 108

Chapter 7: Conducting Polling and Q&A Sessions 109
Conducting polling sessions 110
Starting a polling session 111
Performing operator polling tasks 113
Excluding certain lines from the vote count 113
Providing help to a participant 113
Saving or printing the polling results 115
Allowing a participant to change a vote 116
Clearing all votes 116
Ending a polling session 116
Creating a tag digit list 117
Conducting Question and Answer (Q&A) sessions 118
Starting a Q&A session 119
Assisting callers during a Q&A session 123
Responding to moderators who request help 123
Responding to participants who request help 124
Allowing participants to ask a question 125

Chapter 8: Transferring Calls 127
Overview of the transfer process 128
Transferring one or more participants 128
Undo Last Line Transfer 129
Transferring a conference to a new conference room 130
Transferring a dedicated link line 131

Chapter 9: Assisting an Active Conference 133
Managing active conferences 134
Responding to help requests 134
Additional information on providing help 135
Viewing Conference Details 136
Modifying conference information using Conference Details 136
Conducting a participant search 139
Modifying participant information 140
Listening to (auditing) a conference 141
Speaking to the entire conference 141
Sending messages to other operators using Chat 141
Sending messages to operators or moderators using the Conference Viewer . . . 142
Adding a note to a conference report 142
About subconferences 143

How tracks subconference activity . . . 143
Starting or joining subconferences . . . 144

Chapter 10: Using the Listening Commands . . . 147
Overview of listening . . . 148
Additional information on listening commands . . . 148
Listening to specific lines . . . 149
Listening to all lines in a conference . . . 150
Listening to an auxiliary channel . . . 151
Scanning conferences . . . 152
Scanning multiple conferences . . . 153
Specifying a scanning interval . . . 153
Applying gain to a conference . . . 153
Additional information about gain . . . 154
Faulting a line . . . 154
Additional information on faulting a line . . . 155
Adding an audio prompt . . . 155

Chapter 11: Performing Post-Conference Tasks . . . 157
Overview of post-conference tasks . . . 158
Hanging up lines . . . 158
Hanging up a conference . . . 158
Clearing conference information . . . 159
Clearing call counts . . . 159
Clearing disconnected lines . . . 160
Clearing minutes-per-conference statistics . . . 160
Clearing total time statistics . . . 161
Clearing all features from a conference . . . 161
Additional information about clearing all features . . . 161
Deleting expired reservations . . . 161
Deleting reservation . . . 161
Working with status information and reports . . . 162
Types of reports . . . 162
Printing or viewing a conference status report . . . 163
Printing past conference reports . . . 164

Appendix A: Scheduling a Conference . . . 165
Overview of the Conference Scheduler . . . 165
Scheduling an attended conference . . . 172
Scheduling an unattended conference . . . 173
Scheduling an on-demand conference . . . 173

Scheduling a flex conference 174
About Name Record/Playback 177
Defining one-time or recurring conferences 179
Defining conference features 181
Viewing or printing conference information 185
Using the View Schedule option 185
Using the View Expanded Schedule option 185
Viewing or modifying scheduled conferences 186
Printing scheduled conference information 187

Appendix B: Menu Bar and Main Tool Bar 189
Menu bar overview 190
Using Menu commands 190
File menu 190
View menu 191
Line menu 194
Conference menu 195
FastDial menu 196
Tools menu 197
Windows menu 198
Help menu 198
Main tool bar overview 199
Main tool bar shortcut keys 199
Using the tool bar 199

Appendix C: Predefining Login and Operator Information 209
Creating a Bridge Talk shortcut 210
Predefining login information 211
Using a batch script 212

Appendix D: Administrator Tasks 213
Predefining login information 214
Creating a customized Bridge Talk shortcut 214
Using a batch script 215
Lock and release of Bridge Talk areas 216
Administrator and maintenance options 217
Setting lines per column in All Lines dialog box 218
Using the ACS option 218
Customizing Bridge Talk 219
Overview of Template.xml 219

Overview of btconfig.xml 219
Customizing Conference Room Colors 220
Available Colors 220
Color Coding Properties 220
Customizing Secured Conference Color 221
Customizing Locked Conference Color 222
template.xml File Values 222
Enabling and disabling Bridge Talk logging 231
About Network Address Translation (NAT) mode 233
Configuring NAT on a workstation 234
Setting up PuTTY SSH 235
Generating an SSH1 (RSA) key 236
Generating an SSH2 RSA or SSH2 DSA key 237
Procedures for creating an OpenSSH format 240
Converting an SSH2 Public key 241
Exporting public keys to the bridge using FTP 241
Launching PuTTY SSH from Bridge Talk 241

Index 243

Preface

Use Bridge Talk to create, schedule, and manage audio conferences on a conferencing server. In addition, you can assist moderators and participants during Question and Answer (Q&A) and polling sessions.

Note:

Meeting Exchange® 5.1 supports up to 140 simultaneous operator connections with the S6200/6800 platform and up to 70 simultaneous operator connections with the S700/780 platform. The total allowed for Bridge Talk connections will be reduced by the number of external application channels configured for the system. For example, if a Client Reservation Server (CRS) is used for scheduling reservations, the CRS uses one operator channel to connect to the conferencing server.

Intended audience

Use this guide if you want to manage or schedule conferences for Meeting Exchange® 5.1.

Related documents

This guide is designed for use with the following Meeting Exchange® 5.1 documents:

- *Meeting Exchange 5.1 Administration and Maintenance Guide for the CS700/780 Servers*
- *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*

For information on using Meeting Exchange® 5.1, see the Meeting Exchange® 5.1 online help.

Tip:

Use Internet Explorer 6.0 with SP1 or later for optimum Meeting Exchange® 5.1 online help performance.

Important:

When connecting BridgeTalk to systems under heavy load, the application may consume more CPU time on the client machine. To improve performance, disable the Statistics feature. For more information, see EnableLineStatusUpdates in Table 62.

Important:
On a typical Client machine running Windows, with a 2.5GHz single CPU, BridgeTalk can consume up to 40% of the CPU time with the statistics feature turned ON under heavy load. The same application will consume roughly 20% of the same CPU with the statistics feature turned OFF.

Conventions

Table 1 describes conventions commonly used in this book.

Table 1: Writing conventions

Convention	Indicates
Choose	A command from the menu bar. For example, choose **File > Exit**.
Click	An item selection in GUI-based dialogs or Web pages. For example, click **OK** or **Print**.
Enter	Text input from a keyboard. For example, enter: `pmadm -r -p`
Keyname	Keyboard keys, for example **Esc** or **Enter**. In certain cases, keynames refer a combination of keys, such as **Ctrl+Enter**.
ASCII text	Specific Ascii-based keys or key sequences, macros, commands, fields or items, and lines or strings in a file or system display. For example, Open the file in the text editor of your choice and locate the following term: `TemplateDir`
Bold	GUI-based items, such as menu commands, buttons, box labels, and fields, as well as numbers, letters, symbols on a keyboard or keypad. For example, when you click **Configure**, the **Administration Configuration** dialog displays.
Italic	Titles of books and CD-ROMs or verbatim (exactly as shown) text passages. Provides emphasis on terms where needed. For example: • See the *Bridge Talk User's Guide*. • Verify that the switch is in the *off* position before removing the high-voltage transformer.
Link	URLs, cross-references and other hypertext fields. For example, see Installing XYZ on page 123.

Contacting Avaya

The following table lists telephone numbers and E-mail addresses.

For information about Meeting Exchange servers and features	
US and Canada Technical Support	+1-800-242-2121 +1-720-444-0734 E-mail:MXCustomerSupp@avaya.com Fax: +1-978-677-5134
International Technical Support	+353-1-207-5666 +353-1-207-5667 E-mail: MXSupport@avaya.com
Avaya Support Web site	www.avaya.com/support For the latest information about this product and accompanying documentation, see the product link located on this site.
Avaya Web site	www.avaya.com

Technical Specifications

As part of Avaya quality control, testing on Bridge Talk in 5.1 was conducted on the following specification machine:

- 1.73GHz processor with 1G RAM, Fast Ethernet connection.

Bridge Talk performance depends on the following:

- Traffic scenario running on the bridge (call rate/number of open conferences/number of lines in pending queue)
- Specification of client terminal
- Whether SSL is used
- Whether NAT is used

So, as a benchmark - if the following traffic scenario is running on the bridge, one Bridge Talk session should be used from the client machine:

- Call rate: 20cps
- Call Flow: Flex
- Number of Conferences: 400

- Number of lines per conference: 10
- Name record/Playback: On
- Tones and Message on Entry and Exit: On
- Conference duration: 300 seconds

If a lower specification client machine is used for the above traffic scenario, Avaya recommend switching off the line statistics counters in the Operator status bar. This is a new feature added to allow Bridge Talk to optimize CPU performance.

The following counters will remain at 0:

- AVL: Number of lines available, not including disconnects.
- DC: Number of lines in disconnect mode.
- FLT: Number of faulted lines, including those that are out of service.

If further Bridge Talk sessions need to be connected, for the above traffic scenario, then you can:

- Switch off the line statistics counters in the operator status bar (a second BT connection can then be established)

  or

- Increase CPU on the client machine

If the traffic scenario is less intensive than the above scenario:

- A lower spec client machine can be used
- further BT sessions can be connected

Bridge Talk 5.1 supports the following operating systems:

- Microsoft Windows XP (SP2)
- Microsoft Vista Business

Bridge Talk 5.1 supports the following browsers:

- Microsoft Internet Explorer 6 & 7
- Mozilla Firefox 2.0

Bridge Talk 5.1 installs with Java 1.6.02.

Chapter 1: Getting Started

This chapter provides the following information on:

- Sign-in privileges
- Pre-installation procedures
- Starting Bridge Talk
- Exiting from Bridge Talk

Pre-installation procedures

Before you install Bridge Talk, use the Add/Remove Programs located in the Control Panel folder to uninstall any previous version of Bridge Talk. In addition, you should manually delete the Bridge Talk icon from your desktop.

Note:
The uninstall utility only deletes files in the Bridge Talk folder that were provided with the default installation.

Important:
If you customized your Bridge Talk settings for a 4.1 or earlier release, make sure to copy the existing `bridge.properties` file to another location before proceeding with the installation. Starting with Bridge Talk 5.1, `bridge.properties` has been replaced with `Template.xml` and `btconfig.xml`. If you customized settings for Bridge Talk 5.1, copy the existing `btconfig.xml` and `Template.xml` files to another location before proceeding with the new installation.

Once the new installation is complete, copy your customizations to the XML files in the Bridge Talk installation directory. For details on using the Template.xml file, see Appendix D: Administrator Tasks

Installing Bridge Talk

To install Bridge Talk:

1. Perform one of the following actions:
   - If you are installing Bridge Talk from a CD-ROM, insert the CD-ROM in the drive of your machine.
   - If you are installing Bridge Talk from a network device, select the network that contains the distribution software.
2. Double-click on **setup.exe**.

   The installation program displays the Installer dialog.
3. Click **Next**.

   The installation program prompts you to select the folder location in which to install Bridge Talk.
4. Perform one of the following actions:
   - To use the location currently displayed, click **Next**.
   - To use a different folder from the default or currently displayed location:

a. Click **Choose**.

b. Select the folder you want and click **Next**.

c. If you do not want to use the non-default location, click **Restore Default Folder** and click **Next**.

5. The Pre-Installation Summary dialog lists the selections for intended installation.
6. Click **Install**.

   The installation program displays a progress bar.
7. Click **Done** to complete the installation.

   The installation is complete.

Uninstalling Bridge Talk

Use the Add/Remove Programs located in the Control Panel folder to uninstall Bridge Talk. In addition, manually delete the Bridge Talk icon from your desktop.

For more detailed information on customizing Bridge Talk using .xml files, see Appendix D: Administrator Tasks on page 213.

Starting Bridge Talk

To launch Bridge Talk, you need to have a user name (sign-in), password, and the name of the audioconferencing system to which you want to connect.

Note:
If you do not know one or more of these items, contact your administrator.

Tip:
Your sign-in and password can each be up to eight alphanumeric characters in length. Sign-ins and passwords are case sensitive. Do not use underscores (_), hyphens (-), spaces, or other special characters in the sign-in name or password fields.

Use the following procedure to log on:

1. Select one of the methods of starting Bridge Talk as described in Table 2.

   The Bridge Talk login dialog displays.

Table 2: Methods of launching Bridge Talk

Use	Navigate to	Icon
Start	**Programs > Avaya> Bridge Talk** from the desktop.	
Windows Explorer	The <Bridge Talk install path>, for example: **`C:\Program Files\Avaya\Bridge Talk\setup.exe`**, and double-click on the Bridge Talk executable.	

2. In the **Sign-In** field, enter your sign-in name, for example, “andrew.”
3. In the **Password** field, enter your password.
4. In the **Bridge** field, enter an audioconferencing system name or IP address, such as “sales555.” or "12.12.12.12".
5. In the **Operator** field, enter the operator station number that you want or select **Next Available** to allow the system to automatically assign the operator number.

   Tip:
   You can type a number over **Next Available** if you want to enter a particular operator number that is not listed.

6. Click **OK**.

   If the logon is successful, the Bridge Talk splash screen displays.

   If the logon is unsuccessful, Bridge Talk displays an error message. An unsuccessful logon might be due to any of the following reasons:

   - You entered an invalid sign-in or password.
   - You entered an operator number or sign-in that is currently in use.
   - Your network connection was lost and the system is not receiving channel information.
   - You tried to connect to a bridge that is not compatible with Bridge Talk 5.1.
   - The audioconferencing system is offline.

For more information on sign-ins, see the next section, Sign-in privileges.

Sign-in privileges

Sign-ins determine what system features a particular user can access. Table 3 describes the available sign-ins for the system.

Table 3: Sign-in privileges

Sign-in	Description of Privileges
Scheduler	You can only create, search, modify, or delete attended, unattended, on-demand, and flex conferences created by this sign-in.
Operator	You can manage conferences, handle incoming and outgoing calls, monitor audio quality, and print reports. You can schedule conferences if the Bridge Talk Scheduler is active.
System administrator	You can configure system software settings, manage files and reports, and configure conference parameters. In addition, this sign-in can perform operator tasks.
System maintenance	You can configure trunk lines and system hardware and you can start up and shut down the system. In addition, this sign-in can perform administrator and operator tasks. For detailed information about administrator and maintenance tasks, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

You can log on automatically to Bridge Talk by predefining your sign-in and operator number information. For more information on presetting your sign-in, see Predefining login information on page 211.

Establishing an operator audio path

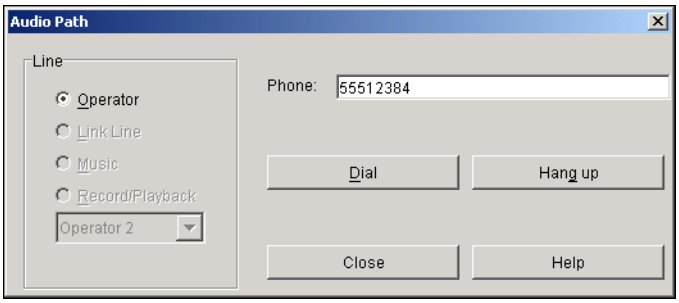
An audio path is a software and hardware connection providing incoming and outgoing audio for operator and participant use.

To set up an audio path:

1. From the menu bar, choose **Line > Audio Path**.
2. Under **Line**, verify that the default operator option is selected.

   See Table 4 for additional information.
3. In the **Audio Path** dialog, enter your telephone number in the **Phone** field.
4. Click **Dial**.

   When the system dials the number and establishes the audio path, a **Dial Status** dialog displays stating that the line was dialed successfully. If the system is configured to dial, your phone will ring.



5. Pick up your telephone receiver and click **OK** in the **Dial Status** dialog.
6. Click **Close** in the **Audio Path** dialog.

   The **Operator** status bar shows that your audio path is placed automatically in **Conference Room** one (C1).

   Tip:
   To move your operator audio path from room to room in the **Conference Navigator**, place your cursor to the left of the conference room that you want to enter and click once. To find out more about the **Navigator**, see Overview of the Bridge Talk Interface on page 28.
7. Press **Alt+Spacebar** to toggle your operator audio path on or off. Talk status appears in fuschia when your talk path is on.

For information on setting up link line, music, or record/playback audio paths, see the next section, Setting up auxiliary audio paths.

Additional information about operator audio path

Here are some important reminders:

- If the system does not establish an operator audio path successfully, the **Link Line**, **Music**, **Record/Playback**, and operator number fields under **Line** remain unavailable. If this occurs, click **Hang up** in the **Audio Path** dialog and repeat steps 3 to 6 listed in Establishing an operator audio path on page 20 using a valid telephone number.

If an operator at another workstation cannot establish an audio path, you can dial an operator channel remotely from your workstation once you have established your own audio path. For example, if you are logged in as o2 and set up an audio path for operator 4, the operator can log in as o4 with an active audio path channel.

Tip:
If you select another operator's line, the **Hang up** button is made unavailable.

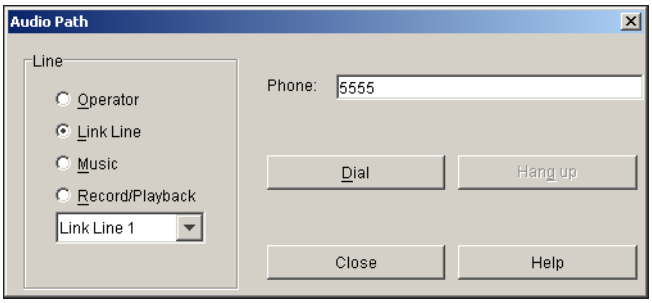
Setting up auxiliary audio paths

You must establish a separate audio path for an auxiliary line, such as music or analog record/playback, before you can add the line to a conference.

Tip:
Make sure that you have established your operator audio path first.

To set up an auxiliary audio path:

1. From the menu bar, choose **Line > Audio Path**.
2. Under **Line**, click a non-operator line option as shown.



See Table 4 for information on setting up auxiliary audio path options.

Table 4: Audio path options

Line option	Description
Operator	Establish an operator audio path by dialing your telephone number. You must have an audio path before you can perform operator tasks.
Link Line	Set up a link line audio path by dialing a telephone number assigned as a link line channel to another conferencing server. For more information on using link lines, see Linking conferences on page 56.
Music	To insert a music line into a conference before participants join: 1. Right-click on the conference in the Conference Navigator and choose **Details**. 2. Select a music source (**M1** to **M4**) and click **OK**. For more information on adding music, see Providing music for a conference on page 55.
Record/ Playback (Analog)	To add an analog record/playback line into a conference before participants join: 1. Choose **Conference > Record/Playback** from the menu bar. 2. In the **Record/Playback** dialog, select a conference and click **Analog**. 3. Choose an assigned analog music channel and click **OK**. **Tip:** You can pause the Record/Playback feature until you are ready to record. For instructions on using Record/Playback, see Chapter 5: Recording Conferences on page 85.

3. Click **Dial** or press **Enter**.

   When the system dials the number and establishes the audio path, a dialog informs you that the line was dialed successfully. Answer your telephone.

4. Click **OK** in the **Dial Status** dialog and click **Close** in the **Audio Path** dialog.

Establishing multiple Bridge Talk sessions on different bridges

You can set up several Bridge Talk sessions with a separate audio path on several bridges from a single PC with a multiple-line telephone.

Note:
Avayarecommends that you dismantle any voice mail application on the telephone first.

To set up several Bridge Talk sessions using a multiple-line telephone:

1. Launch Bridge Talk (session 1) on bridge X, establish an audio path on the first extension, and place the extension on hold.
2. Launch Bridge Talk (session 2) on bridge Y, establish an audio path on the second extension and place the extension on hold.
3. Continue setting up sessions following steps 1 and 2.

   For information on command-line variables, see Appendix C: Predefining Login and Operator Information on page 209.

Tip:
For logging purposes, Bridge Talk creates a separate log file for each Bridge Talk connection. Each logged entry shows the login name, the server IP, and the current date.

Exiting from Bridge Talk

As a Bridge Talk Operator, you should always close down the Bridge Talk application at the end of your working day. If you keep the Bridge Talk application open for prolonged periods of time, Bridge Talk performance slows down. Avaya recommends shutting down the application every day.

Select one of the following methods to exit from Bridge Talk:

To choose another sign-in while Bridge Talk is still running:

1. Select **File > Logout** from the menu bar.
2. Click **Yes**.

3. In the **Login** dialog, choose one of the following sign-ins.

Sign-in	To log on
Operator session	Using a different sign-in (or if another operator wants to log on from your machine).
Administrator or maintenance session	With an administrator or maintenance sign-in to configure or manage the system.

To close Bridge Talk:

1. Hang up your audio path using the **Line > Audio Path** method.
2. Select **File > Exit** from the menu bar.

Chapter 2: Understanding the User Interface

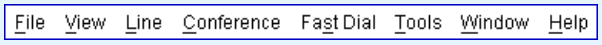
This chapter covers the following topics:

- Overview of the Bridge Talk Interface
- Modifying Bridge Talk windows

Overview of the Bridge Talk Interface

You can create, schedule, and manage attended, unattended, on-demand, and flex conferences using Bridge Talk. Table 5 gives an overview of the main Bridge Talk task areas.

Table 5: Meeting Exchange® 5.1 task areas

Section	Description
Title bar	Displays the system name, operator line number, as well as the date and time. For more information, see Title bar on page 30.
Menu bar	Includes menus for both Bridge Talk -specific and Windows-based commands.  For more instructions on using the menu bar, see Appendix B: Menu Bar and Main Tool Bar on page 189.
Main tool bar	Includes commands for entering command-line text. For detailed instructions on each tool bar button or using shortcuts, see Appendix B: Menu Bar and Main Tool Bar on page 189.
Enter queue	Displays lines that are in Enter status. For an overview, see Enter queue on page 33.
Pending queue	Lists all lines that have dialed in and are not in a conference or Enter queue, for example, ODO, Scan, or CLPG. The Pending queue does not include a Get Next button. For details, see Pending queue on page 32.
Conference Navigator	Displays a portion of the conferences currently running on the bridge as well as individual conference attributes or features. See Conference Navigator on page 32.
Conference Room	Shows information about features and attributes for individual conferences; and lists participants, moderators, and their status depending on what items you select in the Customize User Interface dialog. See Conference Room on page 34.
System Message and Chat area	Displays operator chat and system alarm messages. See System Message and Chat area on page 35.

1 of 2

Table 5: Meeting Exchange® 5.1 task areas (continued)

Section	Description
Help Requests queue	Lists participants who are requesting help. For an overview, see Help Requests queue on page 36 or for instructions on using this dialog, see Responding to help requests on page 134.
Operator status bar	Located at bottom of the Bridge Talk interface, the operator status line includes line, operator, and bridge information. For details, see Operator status bar on page 37.
Operator conference	The operator conference area is a behind-the-scenes conference room reserved for operator use only.

2 of 2

Tip:

You can rearrange the Bridge Talk display to suit your preferences. For more information on changing the size or content of various windows and dialog boxes, see Modifying Bridge Talk windows on page 40.

Note:

Certain non-standard cursors, such as an animated cursor, might cause a disruption of the Bridge Talk display.

For a list of shortcut keys for the major Bridge Talk areas, see Keyboard shortcut keys on page 37.

Figure 1: Overview of the Bridge Talk interface

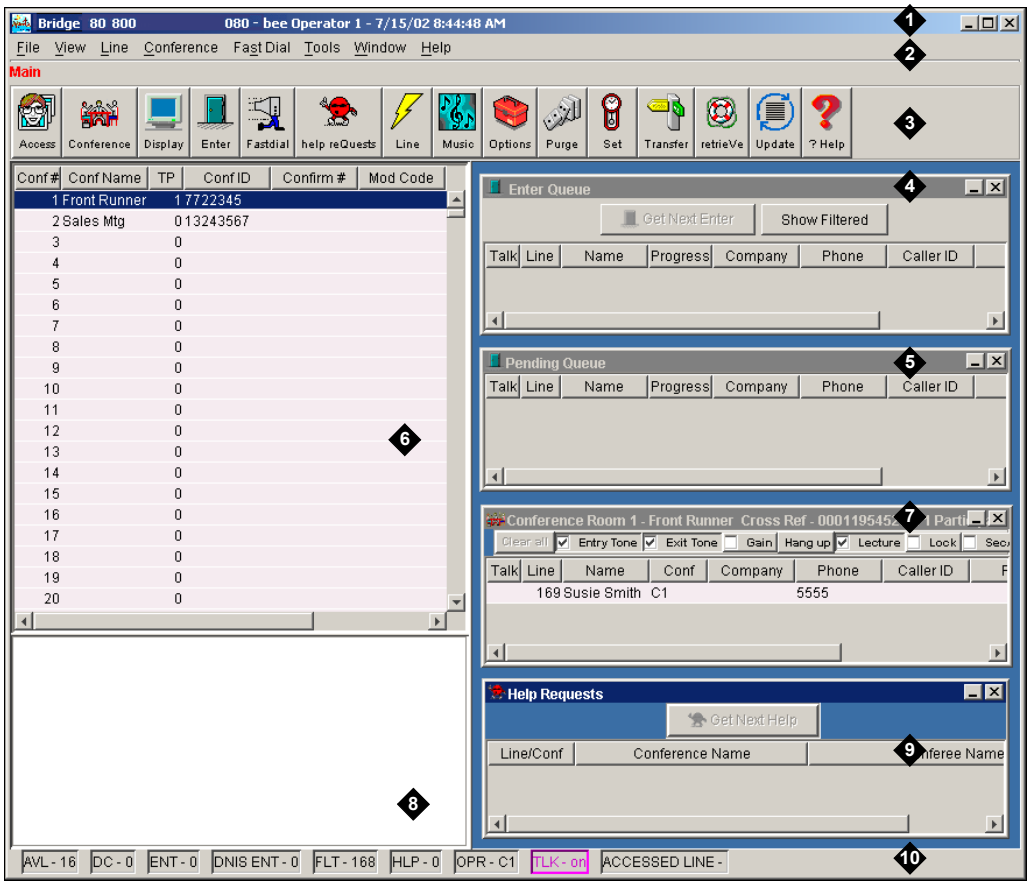


Figure notes:

1. **Title bar**
2. **Menu bar**
3. **Main tool bar**
4. **Enter queue**
5. **Pending queue**
6. **Conference Navigator**
7. **Conference Room**
8. **System Message and Chat area**
9. **Help Request queue**
10. **Operator status bar**

Title bar

The Bridge Talk title bar includes the system name, operator line number, as well as the date and time on the bridge, as shown.

You can set Bridge Talk to display either a 12-hour or 24-hour time format. Your particular Bridge Talk time format may vary from one bridge to another. However, Bridge Talk converts the time format internally to match that of the conferencing server when necessary.

For example, you can schedule a conference for 1:30 p.m. (12-hour) on a server that is configured for a 24-hour format. Internally, the server converts the time to 13:30.

To display a different time format for your Bridge Talk session, double-click the **Regional Settings** icon located in the **Control Panel** of your machine.

Tip:
To convert to a 24-hour format, select a European country, such as the United Kingdom or France.

Menu bar

The menu bar includes pull-down menus for both Bridge Talk-specific and Windows-based commands. For a comprehensive description of each command, see Menu bar overview on page 190.

Main tool bar

The main tool bar includes all the commands in the menu bar but uses a command line format for entering commands from a keyboard. For an in-depth description of each button (command), see Main tool bar overview on page 199.

Conference Navigator

The Navigator displays conferences that are currently running on the bridge. Use the scroll bars to see all of the conferences on the system.

Note:
After entering a conference name or other data, click outside the field to apply changes.

By default, Bridge Talk displays the Conference Navigator on the left-hand side of the console. To change the size or the location of the Conference Navigator, see Modifying Bridge Talk windows on page 40.

Pending queue

The **Pending** queue lists all lines that are active and are not in a conference or the **Enter** queue, for example, ODO, Scan, Op, or CLPG. The **Pending** queue does not include a **Get Next** button.

To access a line, right-click and select **Access** (or double-click on the line if this functionality is available on your system).

Depending upon the fields selected in the **Customize User Interface** dialog, the **Pending** queue may display:

- **Talk**: An asterisk (*) in the column means that the caller is talking.
- **Line**: The line number.
- **Name**: The caller's name, if available.
- **Progress**: The status of the call. For example, "Op7" if the caller is currently speaking with Operator 7, "Ann10" if the caller is currently listening to Annunciator message 10.
- **Company**: The caller's company name, if available.
- **Caller ID**: The DNIS telephone number (ANI, CLI).
- **Phone**: The caller's telephone number, if available.
- **PIN**: The PIN code that the caller entered, if any.
- **Network**. View the caller's line type, such as PSTN/ISDN.
- **Current**: Line status currently impacted by a feature like Lecture or an action like operator help.

Enter queue

The **Enter** queue displays lines awaiting placement into conferences by operators.

Depending upon the fields selected in the Customize User Interface dialog, the Enter queue may display:

- **Talk**: An asterisk (*) in the column means that the caller is talking.
- **Line**: The line number.
- **Name**: The caller's name, if available.
- **Progress**: The status of the call. For example, "Op7" if the caller is currently speaking with Operator 7, "Ann10" if the caller is currently listening to Annunciator message 10.
- **Company**: The caller's company name, if available.
- **Caller ID**: The DNIS telephone number (ANI, CLI).
- **Phone**: The caller's telephone number, if available.
- **Passcode**. You can view but not edit the moderator or participant code. The system logs only the last-entered passcode in the Call Detail Record (CDR).
- **PIN**: The PIN code that the caller entered, if any.
- **Network**. View the caller's line type, such as PSTN/ISDN.
- **Current**: Line status currently impacted by a feature like Lecture or an action like operator help.
- **Time in Queue**: Tracks the hours, minutes, and seconds that a line remains in the Enter queue. If a line is accessed and then returned to the queue, the system resets the time to zero. System administrators can update timing using the timeInQueueInterval parameter located in the Template.xml file..

Important:
Time in Queue may require frequent line updates from the conferencing server. Therefore, this field could significantly impact Bridge Talk response time if there is a large number of lines in the Enter Queue. If you want to display Time in Queue, an administrator can increase the timeInQueueInterval value to improve responsiveness. For details on Template.xml file. properties, see Customizing Bridge Talk on page 219.

Note:
If DNIS filtering is set, the Enter queue includes a Show Filtered/Show All toggle button. If you click Show All, the Enter queue displays all lines in Enter status. If you click Show Filtered, the Enter queue lists only those lines that meet your search criteria.

For information about handling incoming calls or using the **Filtered Enter** queue, see Chapter 4: Dialing In on page 65. For an overview of the timed operator assistance feature, see About time-sensitive operator assistance on page 36.

Conference Room

A **Conference Room** window displays information about features and attributes for individual conferences as well as participants and moderators and their status. Note that columns and ordering depend upon modifications made in the **Customize User Interface** dialog.

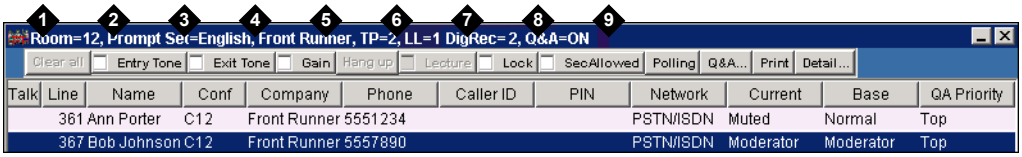


Figure notes:

1. **Conference room number**
2. **Call flow, such as flex**
3. **Prompt set for conference-wide annunciator messages**
4. **Conference name**
5. **Total number of participants (TP)**
6. **Link Line (LL), if active**
7. **Music (M1-4), if active**
8. **Recording channel (Play, Rec, DigRec, or DigPlay) plus <channel number>, if active**
9. **Polling or Q&A session, if active**

Tip:
To open the Conference Room window for any conference, double-click on a line in the Conference Navigator.

Note the following:

- **Current** displays the line status temporarily impacted by a feature such as Music or an action such as operator help (if selected as a viewable field).
- **Base** displays the line status not influenced by a particular feature or action (if selected as a viewable field).
- An AUTOVLL (audio) line appears in the conference room of an active global conference.
- If external recording is enabled on the system, a Conference Record line appears in the conference room when a moderator presses ***2** (or uses a Web-based interface) to start an external digital recording.
- Right-click on a line to view line options, such as **Mute** and **Moderator**. If you select both Mute and Moderator, the moderator will be a muted moderator.

- You can start a Conference Viewer chat session by clicking on **CV Chat** (if configured on the system). For Conference Viewer instructions, see Sending messages to operators or moderators using the Conference Viewer on page 142.

By default, the **Hang up** button in the conference room window is unavailable. To make this command available, please contact Avaya Conferencing Support.

Note that there are 1999 available conference rooms. Room 2000 is reserved for music on-hold.

Tip:
Do not interfere with or modify the Conference Record or AutoVLL line.

System Message and Chat area

System messages and operator chat messages appear at the lower portion of the **Conference Navigator** area.

Meeting Exchange conferencing servers provide for application server and Media Processing Card (MPC) failover or redundancy. Operators can create several Bridge Talk sessions by connecting to one or more active conference servers as well as the standby server, and display both the active and standby sessions on their workstations.

In the event of a failover, a system message appears in the System Message and Chat area of the standby Bridge Talk session.

- For application server failovers, Bridge Talk displays the following message:

  ```
  0 : Standby Server(standby) taking over for aps1
  ```

  If this message appears, dial in and establish an audio path to the newly active application server. Note that the IP address appears on the Bridge Talk title bar.

- For MPC failovers, Bridge Talk displays the following message:

  ```
  Media Server On Key XXX Unregistering Contact Support
  ```

  If this message appears, notify Avaya Conferencing Support. However, the media server resumes conference recording or playback automatically.

To create several Bridge Talk sessions, see Establishing multiple Bridge Talk sessions on different bridges on page 23.

For instructions on using the Chat option, see Sending messages to other operators using Chat on page 141 or Sending messages to operators or moderators using the Conference Viewer on page 142.

Help Requests queue

The **Help Requests** queue lists participants who want to ask a question. Participants temporarily enter the **Help Requests** queue while waiting for operator help but remain in the conference. Note that the lines display in yellow in the **Conference Room** window.

The **Help Requests** queue displays:

- **Line/Conf:** The line number or the conference room number
- **Conference Name**: The name of the conference.
- **Conferee Name**: The name of the conference participant.
- **Time in Queue**: The hours, minutes, and seconds that a line remains in the Help Requests queue. If a line is accessed and then returned to the queue, the system resets the time to zero. System administrators can update timing using the timeInQueueInterval parameter located in the Template.xml file. For details on Template.xml, see.Customizing Bridge Talk on page 219. The Get Next Help button is available only if one or more callers are in the Help Requests queue. You cannot use the Get Next Help button if you are currently accessing another line or if you have not established an audio path.

For details on handling help requests, see Responding to help requests on page 134.

About time-sensitive operator assistance

If the time-sensitive operator assistance feature is enabled on the conferencing server, the system can respond to help requests at a specified time in the day, week, or weekend. Specifically, the system can:

- Dial out to an operator.
- Play a recording if no operator is available.
- Send the line to the **Help Requests** or **Enter** queue when operators are present.

As an example, a system may provide an operator assistance schedule similar to the one described in Table 6.

Table 6: Examples of time intervals for operator assistance

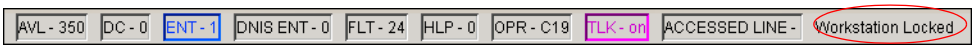
Time interval	The system
9:00 a.m. to 5:00 p.m.	Places callers into the Help Requests or Enter queue.
5:00 p.m. to 12:00 a.m.	Dials out to an operator assistant, such as 222-555-1234.
12:00 a.m. to 9:00 a.m.	Plays an annunciator message such as “Dial 1-800-ASSIST.”

Operator status bar

The **Operator status** bar includes the following information:

- **AVL**: Number of lines available, not including disconnects.
- **DC**: Number of lines in disconnect mode.
- **ENT**: Number of callers in the **Enter** queue. This field is highlighted in blue when callers are in the queue.
- **DNIS ENT**: Number of callers in the **DNIS-filtered Enter** queue. Note that **DNIS ENT** only appears if DNIS filtering is set. This field is highlighted in blue when callers are in the queue.
- **FLT**: Number of faulted lines, including those that are out of service.
- **HLP**: Number of callers in the **Help Requests** queue.
- **OPR**: The conference to which the operator is currently connected.
- **TLK**: Talk toggle (On or Off). When this switch is set to On, you can speak to participants. The text changes from black (Off) to pink (On). To toggle talk, press ALT + Spacebar.
- **ACCESSED LINE**: The line number you are currently accessing.

When the Bridge Talk console is locked, a “Workstation Locked” message appears on the status bar as shown.



You can place your operator line in a conference by clicking on the conference in the **Conference Navigator**.

Keyboard shortcut keys

Bridge Talk includes keyboard shortcuts (hot keys) to initiate certain commands. Table 7 lists the keyboard shortcuts you can use to turn your voice path on or off or access lines in the **Enter**

or **Help Requests** queue. Table 8 and Table 9 list the shortcuts for some of the major Meeting Exchange® 5.1 task areas.

Table 7: Basic shortcut keys

Command	Shortcut keys	To
Voice path	Alt Spacebar	Toggle your operator voice path on/off.
Access	Ctrl Enter	Specify a line or access the next available line.
Enter	Ctrl E	Access a selected line and display the **Line Detail** dialog. This is identical to clicking the **Enter** button from the tool bar.
Help	Ctrl H	Access the line of a participant requesting help (identical to clicking the **help reQuests** button from the tool bar).

Table 8 lists the shortcut keys for the menu bar.

Table 8: Menu bar shortcut keys

Shortcut key	To
Alt F	Display the **File** menu.
Alt V	Show the **View** menu.
Alt L	View the **Line** menu.
Alt C	Open the **Conference** menu.
Alt S	Display the **Fast Dial** menu.
Alt T	Show the **Tools** menu.
Alt W	Open the **Windows** menu.
Alt H	Display the **Help** menu.

Table 9 lists the shortcut keys for the main tool bar. You can use the commands only if the **Main** status displays green as shown.

The **Main** status displays green when the focus is on the tool bar. If focus is already on the tool bar, just press a capitalized letter (hot key) in the button name. For example, press **a** to view the Access command line.

The **Main** status displays red when the focus is not on the tool bar. Click on any button to return the focus to the tool bar.

Table 9: Main tool bar shortcut keys

Shortcut key	To
A	Open the **Access** command line
C	Display the **Conference** command line.
D	Show the **Display** command line.
E	Access the next line in the **Enter** queue.
F	Display the **Fastdial** command line.
Q	Access the next line in the **Help Requests** queue.
L	Open the **Line** command line.
M	View the **Music** command line.
O	Display the **Options** command line.
P	Show the **Purge** command line.
S	View the **Set** command line.
T	Display the **Transfer** command line.

1 of 2

Table 9: Main tool bar shortcut keys (continued)

Shortcut key	To
V	Retrieve the last line.
U	Activate the **Update** command.
?	Launch the **Help**.
Esc	Exit out of a command line.

2 of 2

For more information on using the tool bar, see Main tool bar overview on page 199.

Modifying Bridge Talk windows

You can modify many Bridge Talk visual properties to suit your preferences (unless a system administrator has locked the console). For more information on the locking feature, see Lock and release of Bridge Talk areas on page 216.

Changing the size of a window or a field

You can change the size of most Bridge Talk windows or fields using the following standard Windows method:

1. Move the cursor to an edge of the window or the heading of a field that you want to expand or contract.

   The cursor changes from its default shape to a double-headed arrow.

2. Keep the left mouse button pressed down, and move the cursor to a new position, changing the border of the window.

Tip:
Use this method to change the relative size of the conference information, chat, and alarm portions of the **Conference Navigator**.

Displaying or hiding fields

You can customize the Conference Navigator, Enter queue or Pending queue, and Conference Room windows by display or hiding a field, or changing the field order in the **Customize User Interface** dialog.

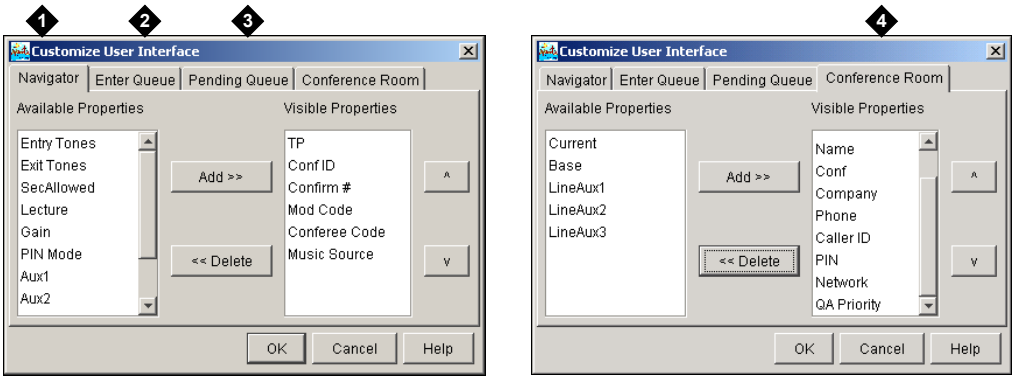


Figure notes:

1. **Navigator**
2. **Enter Queue**
3. **Pending Queue**
4. **Conference Room tab**

Displaying a field

To display a field:

1. Open (double-click on) a conference room in the **Conference Navigator** if you want the **Conference Room** tab to appear in the **Customize User Interface** dialog.
2. Choose **Tools > Customize** from the menu bar.
3. Select a tab, such as the **Navigator**.
4. In **Available Properties**, select the field that you want to add to the selected window.

   Note:
   Some fields in the **Enter** and **Pending** tabs cannot be deleted (hidden), such as **Name** and **Line**.

5. Click **Add**.

   Bridge Talk moves the item to **Visible Properties**, which means that it displays this field in the selected window.

Tip:
You can also move a field from **Available Properties** to **Visible Properties** by double-clicking on the field name.

Hiding a field

To remove a field:

1. Choose **Tools > Customize** from the menu bar.
2. Select a tab.
3. In **Visible Properties**, select the field that you want to remove from the selected window.
4. Click **Delete**.

   Bridge Talk moves the item to **Available Properties**, which means that it does not display this field in the selected window.

Tip:
You can also move a field from **Visible Properties** to **Available Properties** by double-clicking on the field name.

Changing the field order

To change the current field order:

1. Choose **Tools > Customize** from the menu bar.
2. Select a tab.

   Be sure that the fields you want to display are in **Visible Properties**. If you need to add or remove fields, follow the procedures described in Displaying a field or Hiding a field earlier in this section.
3. Select a field item in **Visible Properties**.
4. Click one of the following to change the display order for this field:
   - **Up** arrow to move the field one place to the left
   - **Down** arrow to move the field one place to the right

   As you click the **Up** or **Down** arrow, Bridge Talk shows the current field order.

Chapter 3: Creating a Conference

This chapter provides instructions on the following:

- Creating a new conference
- Working with base and current line statuses
- Using annunciator messages
- Providing music for a conference
- Linking conferences

Creating a new conference

You can create conferences immediately during a dial-in or dial-out procedure or you can schedule conferences ahead of time. Table 10 describes the various ways of starting conferences.

Table 10: Methods of creating conferences

Option	Description
FastDial or BlastDial	Choose **Select Conference** > **Next Available**. For more information on FastDial or BlastDial, see Chapter 6: Using Dial Lists and Dialing Out on page 91.
Place	Place an incoming caller in a conference room that is not currently in use.
Line Detail dialog	From the Line Detail dialog, click **Start Conf**. In the **Start Conference** dialog, choose one of the following options: • Enter the alphanumeric moderator or participant passcode in the **Conference Passcode** field. • Enter the conference passcode and a reservation group number (if available) in the **Res Group box**. For more information, see About reservation groups on page 69 and Using the Start Conference option on page 78. These features will start a previously scheduled unattended or on-demand conference immediately.
Conference Scheduler	Schedule an attended, unattended, on-demand, or flex conference. Using the information supplied by the **Conference Scheduler**, the system automatically creates a conference when a caller is actually placed into the conference. For information about using the **Conference Scheduler**, see Appendix A: Scheduling a Conference on page 165. **Note:** Many customers use the separate Conference Reservation Server (CRS) to schedule conferences. For these installations, the Conference Scheduler is deactivated on Bridge Talk.
External Conference Scheduler	Schedule conferences using an external scheduling application, such as External Passcode Validation (EPV). **Note:** For solutions using EPV, the Conference Schedule is deactivated on Bridge Talk.

Naming a conference

A conference name is an optional label (up to 60 alphanumeric characters) used to identify a conference in the **Conference Navigator** and in reports, such as a Call Detail Record (CDR).

Tip:
To prevent another operator from accidentally overwriting your conference room information, make sure that you name your conference promptly.

To name a conference:

1. In the **Conference Navigator**, highlight a conference number that is not in use
2. Press **Tab** to move to the conference name field and enter a name for the conference, for example, “Sales Mtg”.

Conf #	Conf Name	Conf ID	Confirm #	Mod Code	Conferee ...	Music Sour...
1						Off
2						Off
3						Off
4						Off
5						Off
6	Allied Corp	22233445				Off
7	Sales Mtg	44522233				Off
8	FrontRun	24533				Off
9						Off

Tip:
Click outside the conference name field to view the name you entered.

The conference name registers on the system when the first person enters the conference.

Specifying a conference ID

A conference ID is an optional conference number (up to 60 alphanumeric characters) used for generating reports. You can determine a conference by its ID number even if several conferences have the same name.

The conference ID displays in reports, such as the **Call Detail Record** (CDR) and **Conference Detail Record** (CODR) if entered when booking a conference or if your system is configured for **Automatic Conference ID**.

Note:
Use a conference ID if you want to generate a CODR or conference report. The system does not generate a CODR if the conference ID is left blank.

If your system is not configured to assign IDs automatically, you can set a conference ID by following these steps:

1. From the main tool bar, click **Conference**.
2. From the Conference submenu tool bar, click **ID**.
3. In the prompt area, enter a conference number, followed by a space and an ID.
4. Press **Enter**.

Additional information about conference ID

Here are some important reminders:

- If your system is configured for **Automatic Conference ID**, the system automatically generates a unique ID for each conference when the first caller is placed in the conference. To determine if your system is configured for **Automatic Conference ID**, see the system configuration printout or ask your administrator.
- The Conference ID will automatically be generated for any scheduled reservations. This field must be manually entered for unscheduled attended conferences when Automatic Conference ID is set to OFF in System Configuration.
- If you schedule an unattended conference and do not specify a Conference ID number, the system uses the Confirmation number as the Conference ID.
- You can assign an ID number to associate a conference with a cost center or customer identifier.
- For information about configuring or printing of CDRs and CODRs, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Setting entry or exit tones and messages

An entry or exit tone or message is a tone or recorded voice message that participants hear whenever someone enters or leaves a conference. Entry tones and exit tones have different sounds, which let participants distinguish between someone entering or leaving the conference.

To set an entry or exit tone for a conference, select **Entry Tone** or **Exit Tone** in the Conference Room window as shown.

The **Entry** or **Exit Tone** feature toggles on and off.

Additional information about entry and exit tones

Entry and exit tones can be used singly or combined, for example, you can just use entry tones. Here are some important reminders:

- Entry tone-specific:
  - You can use entry tones for the entire duration of a conference or you can remove them at some point after a conference begins.
  - Moderators might ask you to introduce incoming participants after the entry tone sounds or remove entry tones after the first few minutes of a conference to avoid disruptions.
- Exit tone-specific:
  - Check with the moderator before the conference begins to see whether an exit tone is desired.
  - You can remove exit tones at some point after a conference begins.

Conference-specific entry or exit tones or messages can be set up when scheduling a conference. For information, see Defining conference features on page 181. For information about configuring the system for entry or exit tones and recorded messages, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Adding a voice roster

If **Name Record/Playback** is enabled, moderators or participants can initiate a voice roster (roll call) of participants at any time during an unattended conference. If the voice roster request is conference wide, all conference participants can hear the roll call. If the voice roster is individual only, the requesting participant is temporarily removed from the conference to hear the roll call.

Tip:
To hear a current conference voice roster, enter ***8** from a telephone keypad.

For more information on the Name Record/Playback feature, see Name Record/ Playback (NRP) and Caller Detail on page 170.

Locking a conference

When lock is enabled, the system displays a “Conference is locked” warning message, preventing operators from accidentally placing participants into the wrong conference. You can click **Yes** to place the participant in the locked conference or click **No** to cancel.

To lock or unlock a conference, select Lock in the Conference Room window.

Tip:
A locked conference appears in yellow by default in the Conference Navigator. Administrators can change the color in files located in the Bridge Talk installation directory.

Additional information about locking

Here are some important reminders:

- A locked conference does not impact callers dialing in with a security code.
- Any operator can gain access to a locked conference. To prevent an operator from accessing a conference, a moderator can secure the conference. For more information, see Additional information about security on page 49.
- If you access a line from a locked conference, you can return the line to the conference by clicking **Release**, which prevents Bridge Talk from displaying the lock verification prompt.

Securing a conference

In a secured conference, a moderator can prevent anyone from listening to or joining the conference. Operators cannot enter, record, scan, or listen to the conference.

During the conference, moderators must press ***7** on their telephone keypads to toggle this feature on or off. Moderators hear a tone or voice message to indicate that the conference is secured or unsecured.

Tip:
A secured conference displays in red by default in the Conference Navigator. Administrators can change the color with files located in the Bridge Talk installation directory.

To enable security for a conference:

1. Designate one or more conference participants as moderators.
2. Select **SecAllowed** in the conference room window as shown.

   The Security feature toggles on and off.

3. Remind the moderator to secure the conference by pressing ***7** from the keypad.

Note:
A moderator can only secure a conference if security is enabled for the conference. When a moderator has turned on security, you cannot disable security for that conference until the moderator turns it off.

If you need to contact the moderator, click on the conference in the **Conference Navigator**. If the conference is secured, a “Conference is secured.” dialog displays.

When you click **Yes**, the system plays a message to the moderator to remove security so that you can join the conference. However, you cannot join a secured conference until a moderator turns off security.

Additional information about security

Here are some important reminders:

- A moderator must turn off security *before* conducting a Q&A or polling session or asking for operator assistance.
- If an operator is present in a conference when a moderator turns on security, the operator is moved to the operator conference.

Setting up a lectured conference

A lectured conference mutes all lines except moderator lines. Lecture prevents background noise from interfering with the conference and ensures that only the moderator's voice is heard.

To set up a lectured conference, select **Lecture** in the conference room window as shown.

The Lecture feature toggles lecture on and off.

Additional information about lecture

Here are some important reminders:

- You can apply **Lecture** before or during a conference.
- Moderators can apply **Lecture** by pressing ***5** if enabled on the system.
- Muted participants can request operator help in a lectured conference. When you access a line that requests help, you temporarily remove the line from the conference. Participants can mute and unmute themselves using the ***6** command.
- A muted moderator retains moderator status and can still use moderator-based touchtone commands. Moderators can mute and unmute themselves using the ***6** command.
- Lecturing a conference will not automatically mute moderator lines. However, you can override the ***6** command by toggling Moderator Mute on or off. For example, if a lectured conference includes several moderators, you can mute all but one moderator. Callers muted by an operator cannot unmute their lines.

Tip:
Bridge Talk lists muted moderators between moderators and participants if an operator re-sorts a conference room by **Base** line status.

To determine if lecture or moderator mute options are available as touchtone commands on your system, see the system configuration printout or ask your administrator.

Muting a line

Participants and moderators can mute or unmute their lines during a conference.

To mute a line without accessing the line:

1. Right-click on the line in the conference room window.
2. In the **Line** submenu, click **Mute**.

   The Mute option toggles on or off.

When operators select or clear **Mute**, callers cannot alter their mute status using touchtone commands.

Additional information on muting a line

Here are some important reminders:

- Bridge Talk identifies muted lines in the conference room window.
- Moderators and participants can mute and unmute their lines using the ***6** command. A muted moderator retains moderator status and can still use touchtone commands.
- Operators can override self-mute/unmute at any time by toggling **Mute** on or off.
- Moderator and participant mute is a configurable feature. To see if this feature is enabled on your system, ask your administrator.

Working with base and current line statuses

Base and **Current** are two line identifiers which replace the single Status field in the **Conference Room**, **Enter** and **Pending** queues, **Line Detail**, **Q&A**, **Polling**, and **View All Lines** dialog boxes. These identifiers help you keep track of a line's basic status as well as temporary status changes triggered by action-based commands like Q&A or lecture.

Table 11 provides an overview of the **Base** and **Current** statuses.

Table 11: Base and current line statuses

Status	State	Description
Base	The states are: • Mute • Normal • Moderator • Muted Moderator	A modifiable line status not influenced by a particular feature or action. **Base** status options appear on submenu items, for example, when you right-click on a line in the **Conference Room** window or **View All Lines** dialog. **Note:** Participants and moderators can mute or unmute their lines during a conference. However, operators can override self-mute/unmute at any time. When operators select or clear **Mute**, callers cannot alter their mute status using touchtone commands.
Current	The states are: • Mute • Normal • Moderator • Muted Moderator • Polling • Music	A view-only, non-modifiable line status impacted by a feature like Lecture or Music or a temporary action like operator help. When completed, the line reverts to the **Base** status. If selected as a viewable field, **Current** status displays in the **Conference Room** window, **Enter** or **Pending** queues, **Q&A**, and **Polling** dialog boxes.

Using annunciator messages

Annunciator messages are prerecorded system messages played to participants who dial into a system or who answer the phone during a dial out. You can customize these messages to include specific company information or translate the messages into other languages.

Note:
The conferencing servers include several prerecorded annunciator messages. Contact your system administrator before recording over any prerecorded messages.

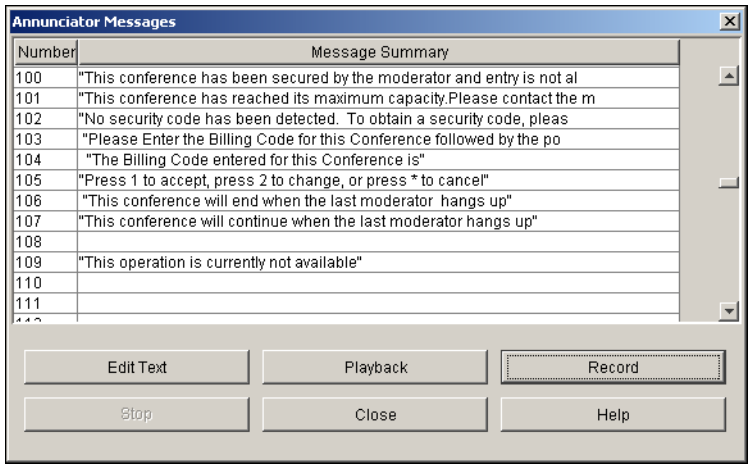
Recording an annunciator message

You can record messages that apply to individual callers or entire conferences. Meeting Exchange® 5.1 provides up to 60 seconds for any message.

Tip:
Make sure that you have established your operator audio path before recording messages.

To record an annunciator message:

1. Write down the text of the annunciator message that you want to record prior to recording.
2. Choose **Tools** > **Annunciator** from the menu bar.
3. In the **Annunciators** dialog, scroll up or down and select the number of the annunciator message that you want to record.



4. Click **Edit Text**.

5. With the same annunciator message selected, enter a summary of the message text.
6. Click **Save Text** and click **Record**.
7. In the **Record** window, speak slowly and clearly into your headpiece.
8. Click **Stop** to finish the recording.
9. Click **Playback** to review your recording.

   The system stores the message in the `default/usr2/prompts/Set1/messages` file on the bridge. Note that you can modify only the default annunciator prompt set using the Annunciators dialog.

Playing back an annunciator message

You can replay an annunciator message that you just recorded to verify that it is correct.

To replay an annunciator message:

1. From the main tool bar, click **Options**.
2. From the **Options** submenu toolbar, click **Annunciator**.
3. In the **Annunciator Message** window, select the message you want to play back.
4. Click **Playback**.

   Bridge Talk displays the **Playback** dialog while the system plays the message into your headphones. If you need to re-record the message, repeat steps 3-9 in Recording an annunciator message on page 53.
5. Click **Stop** when finished.

Additional information about annunciator messages

Here are some important reminders:

- You can use an annunciator message to inform callers of the currently scheduled, available conferences.
- You can use an annunciator message to provide instructions to called parties on a BlastDial.

For information about prerecorded annunciator messages, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Providing music for a conference

When you add a music line to a conference, the system automatically mutes all lines in the conference so that participants can listen to music before the conference begins. There are two types of music channels, digital and analog.

Tip:
Be sure to establish a music audio path first. For instructions, see Setting up auxiliary audio paths on page 21.

Adding an analog or digital music line

Note:
Analog music is available only on the S7X0 conferencing platform. For the S6X00 platform, digital music channels are required.

If there is an external RCA jack installed on your S7X0 system, participants can listen to music piped in from a radio, tape recorder, or CD player. The system plays music from the **M1** line in the **Enter** and **Hold Conference** queues. You can use lines **M1-4** to add music to individual conference rooms.

To place a music line into a conference:

1. Choose **Conference** > **Details** from the menu bar.
2. In the **Input** dialog, enter a conference number, and click **OK**.
3. Under **Features** in the **Conference Detail** dialog, choose one of the following music options: M1 - M4

   Tip:
   Do not establish an audio path on the **M1** channel. An external music source is always mapped to **M1** and cannot be hung up.

   The music channels (**M1-M4**) are defined by the system administrator as all digital or a combination (one analog and three digital). Check with your administrator to find out how the bridge is configured.
4. Click **OK**.

   Note the following:

   - For attended conferences, the operator manually turns off the music.
   - For unattended and on-demand conferences, the system automatically turns off the music when the first moderator joins the conference.

- For flex conferences, the system automatically turns off the music when the leader joins the conference.

Note:
When music is playing, the **Current** status column in the conference room window changes to **Music**.

To remove music from a conference:

1. From the **Conference Navigator**, right-click on the conference.
2. Select **Details**.
3. In the **Music Source** field, select **Off**.
4. Click **OK**.

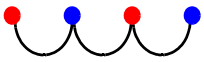
Linking conferences

Link lines are used to join several active conferences running on different conferencing servers (bridges). You can use a link line to dial in to or dial out from a bridge. An operator assigned to a particular bridge adds the link line to the specific conference.

Tip:
Make sure that you establish a link line audio path first. See Setting up auxiliary audio paths on page 21.

Table 12 provides a brief comparison of the two types of link lines.

Table 12: Link line types

Virtual Link	Dedicated Link
Select this link type if your bridge does not have a dedicated link line or if you want to link two or more conferences.  An additional link can be added at either end of the chain.	Select this link type if your bridge is set up with a dedicated link line and you want to link two conferences.
Unlimited number of lines.	Limited number of lines
Uses any participant line temporarily defined as a link line and then released.	Requires a dedicated link line with a telephone number assigned by a service provider.
Requires a revenue line.	Uses a non-revenue line.
Add link using **Place** command.	Add link using **Transfer** function.
Remove link with **Hang Up** function.	Remove link with **Remove Link Line** function.

For detailed instructions, see:

- Adding a virtual link line on page 57.
- Adding a dedicated link line on page 59.
- Using virtual and dedicated link lines in a conference on page 60.

Tip:
If a bridge is rebooted or shut down, you must re-establish any dedicated link line connections.

For more information on configuring link lines, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

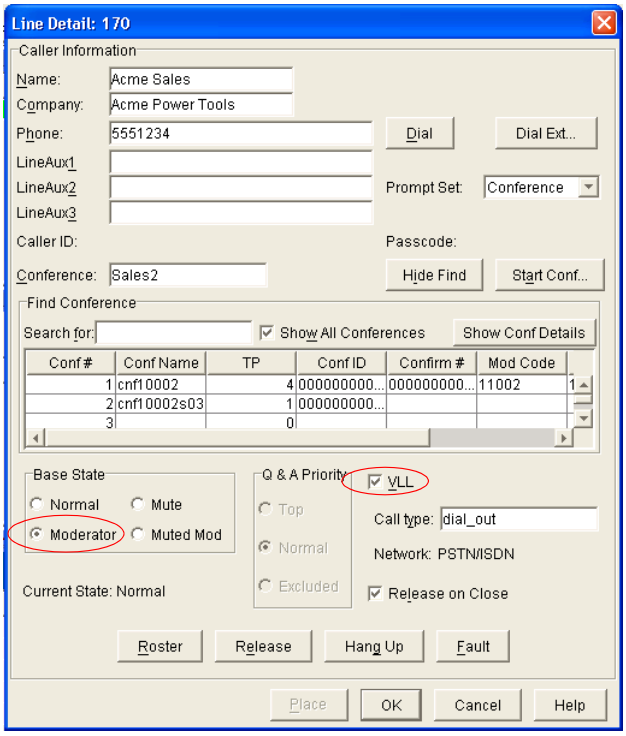
Adding a virtual link line

Using Bridge Talk, you can join several active conferences running on different bridges by adding one or more Virtual Link Lines (VLLs). To accomplish this, define an available participant line as a VLL and link the line to another bridge. The system processes a virtual link line much like any participant. The number of Virtual Link Lines is limited only by the number of available revenue ports.

Tip:
Apply moderator status to the line.

Choose one of the following methods to place a VLL into a conference:

- If you are dialing out a VLL to another bridge:
  1. Choose **Line** > **Access** from the menu bar and enter a line number (or click **OK** to access the next available line).
  2. In the **Line Detail dialog**, enter an identifiable line name, such as “Acme Sales.”
  3. Select **Moderator** and **VLL** as shown.



  4. Enter the phone number of the bridge to which to link and click **Dial**.

     When the other bridge’s operator answers, ask the operator to place the VLL in the appropriate conference.
  5. The other bridge’s operator defines the line as a virtual link line with moderator status and places the VLL in the conference.
  6. Click **Place** to place the VLL in the appropriate conference on your bridge.

     The conferences on the two systems can now interact with one another, although they maintain their separate billing records.

- If you receive a VLL dialed out from another system:
  1. Select the VLL from the **Enter** or **Pending** queues.

2. In the **Line Detail** dialog, name the link line, for example, Link to Bridge B.
3. Select both the VLL and Moderator features.

   The system assigns the line a VLL status.
4. Under **Find Conference**, select the conference that you want to link and click **Place**.

   The VLL remains linked to the other bridge until it is hung up or disconnected. When disconnected, the line returns to its previous status. To remove a virtual link line, see the next section, Removing a virtual link line from a conference.

Tip:
Be sure to assign moderator status to a VLL to prevent Meeting Exchange® 5.1 from automatically muting the line during lecture, Q&A, or polling. A line assigned as a VLL does not process DTMF.

Removing a virtual link line from a conference

To remove a virtual link line:

1. Right-click on the link line in the **Conference Room** and choose **Details**.
2. In the **Line Details** dialog, click **Hang Up** and then click **OK**.

Additional information about virtual link lines

Here are some important reminders:

- VLLs appear on Polling and Q&A windows. In polling printouts, a VLL counts as one line in the total participants' category.
- A VLL displays as one line in conference reports. For billing purposes, you can set up two conferences on separate systems with identical conference names and IDs.

Adding a dedicated link line

You can use a dedicated link line to join two active conferences running on different bridges.

To set up a dedicated link line:

1. From the menu bar, choose **Line** > **Audio Path**.
2. Select **Link Line**.
3. Dial out using the assigned telephone number.

   Once you establish the connection, the system displays a **Link Channel <x> Available** message in the **System Message and Chat** area of both bridges.

Note:
To complete the process, you must transfer the line into the conference running on your bridge. (Unlike VLLs, a dedicated link line does not appear in the **Enter** or **Pending** queues and is NOT automatically placed into a conference.)

4. To transfer the line into the conference, see Transferring a dedicated link line on page 131.

Tip:
Open the **Audio Path** dialog to see the available link lines.

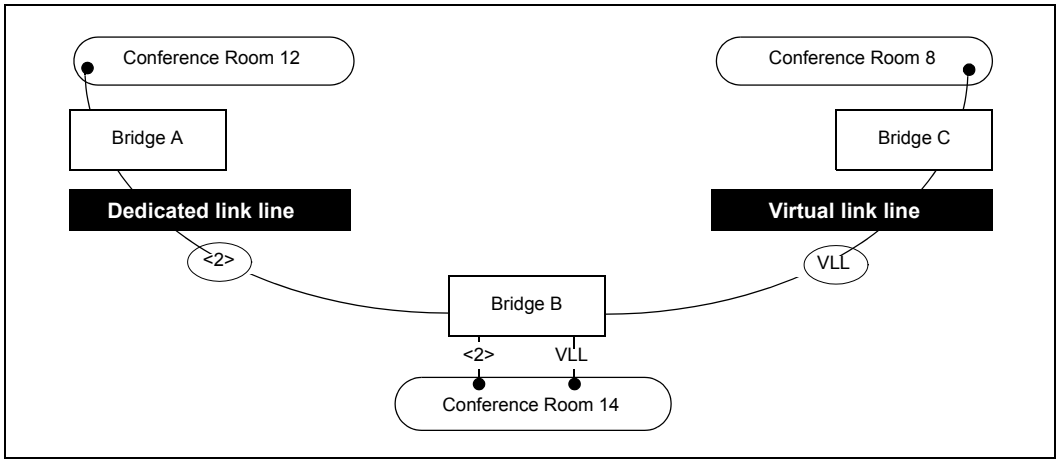
Removing a dedicated link line from a conference

To remove a dedicated link line:

1. From the main tool bar, click **Transfer**.
2. From the **Transfer** submenu toolbar, click **Link Lines**.
3. In the prompt area, type **r**, followed by a space and the number of the link line that you want to remove from the conference.
4. Press **Enter**.

Using virtual and dedicated link lines in a conference

You can use a virtual or a dedicated link line or a combination of the two to link several conferences as shown.



Setting the system to handle calls automatically

You can set the system to do any of the following options automatically:

- Placing callers automatically in a specified conference
- Setting lines to not answer incoming calls
- Setting the system to not answer incoming calls

Placing callers automatically in a specified conference

You can use the **Automatic Conference Select** (ACS) to set certain lines to place callers in a specific conference automatically.

Note:
ACS is not available on a system configured for DNIS or DDI.

To place callers in a specified conference:

1. From the menu, click **Tools**.
2. Select **Set ACS**
3. In the prompt area, enter a conference number followed by a space, and a range of lines that you want to place.
4. Press **Enter**.

Setting lines to not answer incoming calls

By default the system answers all incoming calls. However, you can change specific lines to No Answer if you want to reserve certain lines for dialing out. All incoming calls on these lines receive a “ring-no-answer”.

Tip:
This setting may or may not be visible, depending on your Bridge Talk configuration. To change this setting, see Overview of Template.xml on page 219.

To specify that specific lines ignore incoming calls:

1. From the menu bar, click **Tools**.
2. Select **Set Answer**.

Tip:

If you do not know the answer status of a line, use **View > Reports >Answer** before running **Set Answer**.

3. To change the answer state of one or more lines, enter a line number or a range of line numbers, and press **Enter**.

Setting the system to not answer incoming calls

Use the **Set Nighttime** command to prevent the system from answering any calls. This command places all channels in **No Answer** mode and prevents access to operator menus and commands.

Tip:

This setting may or may not be visible, depending on your Bridge Talk configuration. To change this setting, see Overview of Template.xml on page 219.

Using this command does not affect active conferences, but does prevent operators from viewing and assisting participants in those conferences. When the system is in no-answer mode, incoming callers receive the ring-no-answer (RNA) signal.

Choose one of the following methods to set a system to **Nighttime** mode:

- Set the system to no-answer mode by choosing **File > Nighttime** from the menu bar.

  -Or-

- From the main toolbar:

  a. Click **Set**.

  b. From the **Set** submenu toolbar, click **Nighttime**.

Additional information on ACS

The ACS status remains in effect until one of the following occurs:

- You or another operator changes the ACS status.
- The system administrator changes any setting for any channel and saves the changes.
- The system administrator re-initializes or shuts down the audioconferencing system or resets the power on the audioconferencing system.

Tip:

Use **No Answer** carefully because callers receive a ring-no-answer on telephone systems lacking a hunt group setup, which uses the next available line. Check with your system administrator to determine whether your telephone system hunts beyond a ring-no-answer (RNA) signal.

Chapter 4: Dialing In

This chapter includes the following topics:

- Overview of dialing in
- Placing incoming lines into a conference

Overview of dialing in

When a caller dials into Meeting Exchange® 5.1, it plays a prerecorded welcome message based on the DNIS/DDI number. In addition, the system may prompt callers to state their names and company-related information, which it records and associates with the line.

Bridge Talk displays lines that are in transition (ODO, Scan, or CLPG) in the Pending queue, and then transfers them into the Enter queue, to a conference room, or hangs them up. Operators can access a line from the Enter queue, speak to the caller, and place the line into a conference using the Line Detail dialog. For instructions, see Placing incoming lines into a conference on page 70.

Note:
Make sure that the DNIS/DDI digits are valid for the connecting bridge. When the bridge is collecting digits, lines display in SCAN mode in the Pending queue. However, DNIS filtering does not affect the Pending queue.

How the system routes DNIS/DDI calls

Depending upon the DNIS/DDI system configuration, a bridge collects digits entered by callers dialing into the bridge, plays conference-specific messages, brands incoming lines with a conference or company name, and places lines directly into the Enter queue (Figure 2).

Specifically, the bridge matches the DNIS/DDI digits to a Call Branding table and listed in ascending order by the system administrator. Depending on the number of digits specified from 1 to 16, the bridge performs a Short Collection Search (if activated) from right to left.

Figure 2: Dial-in process

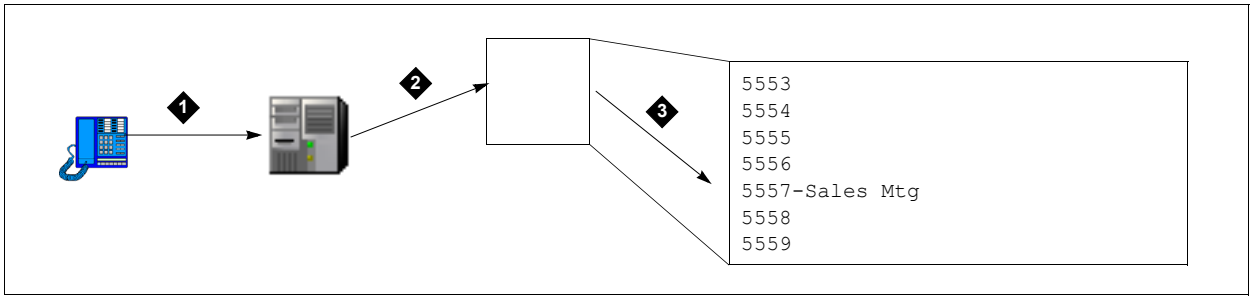


Figure notes:

1. **Caller dials in**
2. **Bridge collects digits**
3. **Bridge matches digits to Call Branding table**

When to use a filtered Enter queue

You can set up a filtered **Enter** queue for up to 50 particular companies, groups, or conferences based on the Dialed Number Identification Service (DNIS) or Direct Dial In (DDI) process.

If you set up a filtered DNIS/DDI Enter queue, the bridge displays DNIS/DDI lines in your customized **Enter** queue and displays a **DNIS ENT** status with the current line count on the **Operator** status bar. You can toggle back and forth between the **Enter** queue and the **DNIS Enter** queue. The **Operator** status bar displays both **Filtered** and **All Enter** totals. For details, see the next section, Creating a Filtered DNIS/DDI Enter queue.

You can create a filtered **Enter** queue if the connecting bridge supports DNIS/DDI.

For example, if you set up a specific **Enter** queue for Front Runner, Inc., you can greet the participants with, “Welcome to the Front Runner Conference. May I have your name, please?” before placing them into the conference.

Creating a Filtered DNIS/DDI Enter queue

To create a filtered DNIS/DDI Enter queue:

1. Choose **Tools** > **Set DNIS filter**.
2. In the **Set DNIS Filter** dialog, select **Use DNIS filter** as shown.

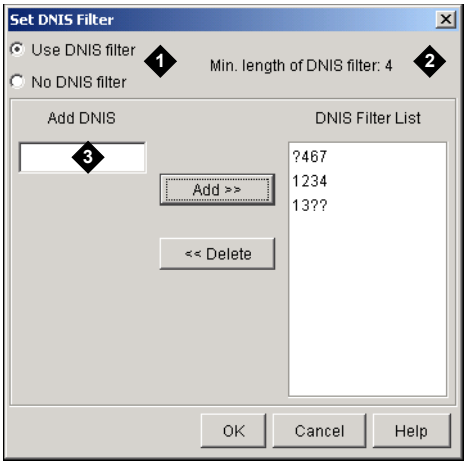


Figure notes:

1. **Set DNIS filter**
2. **The Min. length of DNIS filter setting**
3. **Add DNIS box**

The **Set DNIS Filter** dialog displays the **Min. Length of DNIS filter** number on the connecting bridge, for example, 4 digits.

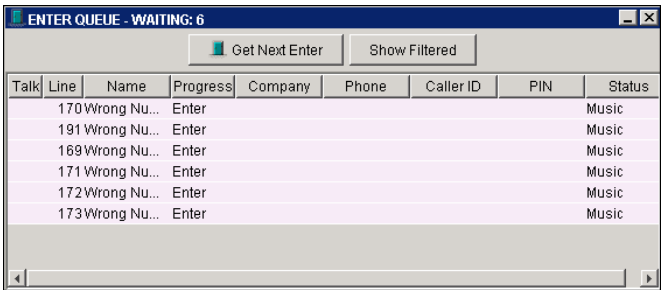
Tip:
If you do not use DNIS filtering, select **No DNIS Filter**. DNIS filtering may slow down **Enter** queue processing because the system maintains both lists whether you show or hide the filtered list.

3. Enter search criteria as follows:
   - The wildcard character (?) is always last in a series.
   - If the number of DNIS/DDI digits is set to 4, the default (last) entry in the table is ????. The system uses this entry for any line that does not match specified DNIS/DDI numbers.

   For every wildcard that you enter, the system displays 0 through 9 for that placeholder. For example, if you enter 555?, the system displays, 5551, 5552, and 5553.
4. Click **Add** to add the DNIS/DDI digits to your DNIS Filtered List.
5. Click **OK** to create a filtered **Enter** queue.

Note:
Each Bridge Talk session maintains its own DNIS filtered list.

The **Enter** queue only displays lines that are in **Enter** status, and includes a **Show Filtered/Show All** toggle button. If you click **Show All**, the **Enter** queue displays all lines in **Enter** status. If you click **Show Filtered**, the Enter queue lists only those lines that meet your DNIS/DDI search criteria.



If a bridge brands incoming lines as *DNIS Direct*, operators cannot place callers into the DNIS conference until the bridge places the first DNIS caller into the conference room, which officially starts the conference. This feature prevents operators from using DNIS-reserved conference rooms. DNIS Filter stores your DNIS/DDI numbers from session to session. However, if your system administrator turns the short search feature off and changes the number of collected digits on a bridge, you must reconfigure your DNIS Filter List. For example, if the bridge doubles the number of collected digits, then you must update your DNIS digits from 5555 (four) to 03335555 (eight) and restart Bridge Talk.

About reservation groups

Participants can use duplicate passcodes on the system if all conferences within the same reservation group have a unique passcode.

See Table 13 for a brief overview on the configuration of reservation groups.

Table 13: Reservation group feature

In Line Detail dialog	Description
Visible	If the **Res Group** box is visible, operators must enter a reservation group number along with a conference passcode to start scheduled unattended or on-demand conferences immediately.
Hidden	If the system administrator hides the **Res Group** box, the system uses a default value that is defined in the Template.xml file. **Note:** Administrators can set visibility and default values for the Reservation Group feature. For more information, see the showResGroup and resGroupDefault table entries in the Customizing Bridge Talk on page 219.

See Using the Start Conference option on page 78 for instructions on using reservation groups to start unattended or on-demand conferences.

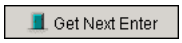
Placing incoming lines into a conference

When participants dial in, their lines temporarily appear in the **Enter** or **Pending** queue. Based on your system configuration, you may hear an audio prompt (one beep or a continuous beep) alerting you that participants are in the **Enter** queue. Before you can access a line, speak to a caller, and place the line into a conference, you must first establish an audio path. If you did not set an audio path, see Establishing an operator audio path on page 20.

To place the caller in a conference:

1. Choose one of the following methods listed in Table 14 to access incoming lines:

Table 14: Methods of accessing a line

To	Click	Description
Access the next line		The **Get Next Enter** button in the **Enter** queue accesses the next line and displays the **Line Detail** dialog for the line. (**Get Next Enter** is available only if one or more callers are in the **Enter** queue.) You cannot use **Get Next Enter** if you are currently accessing another line or if you have not yet established an audio path.
Create a filtered Enter queue		The **Get Next Filtered Enter** button in the **Enter** queue accesses the next line for a particular company or group based on DNIS/DDI digits. (**Get Next Filtered Enter** is available only if one or more callers are in the **Enter** queue.)
Select a line	Double-click on a line (if enabled on the system)	If activated in the Template.xml file, double-click on a line in the **Enter** queue to display the **Line Detail** dialog for the line. **Tip:** An administrator sets noEnterQueueSelection to false to activate this option.

2. Complete the **Line Detail** dialog either by filling in the fields in the dialog or by using a dial list (roster) to supply information.
3. Click **Place** or **Transfer** in the **Line Detail** dialog to place the line into a conference.

4. Proceed to the next section, Using the Line Detail dialog.

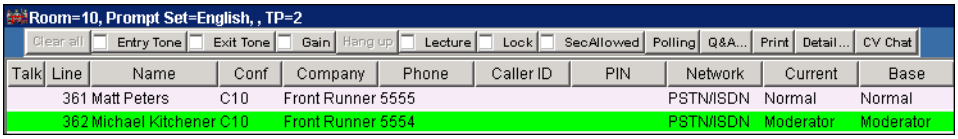
   If you use a dial list, you can skip over the following procedure that describes how to enter line detail information. For information about using a dial list, see Using a dial list to supply caller information on page 82.

Using the Line Detail dialog

When you access a line using the **Line Detail** dialog, Bridge Talk displays your operator number in the **Progress** column of the **Enter** queue and unmutes the line so that you can speak to the caller.

A line modification indicator (green line) appears when an operator:

- Accesses a line out of a conference. The line indicator displays in the conference room to show that the operator is viewing or modifying caller information as shown.



- Clicks **Caller Detail** while a conference is in progress. The indicator displays in the conference room to show that the operator is viewing or modifying caller information without accessing the line.
- Clicks **Caller Detail** during Polling and Q&A sessions. The indicator displays in the **Conference Room** and **Polling** or **Q&A** windows. For more information, see Chapter 7: Conducting Polling and Q&A Sessions on page 109.

Note:
The modification indicator will not prevent other operators from accessing or modifying the same line. The indicator remains until the last operator closes the **Line Detail** dialog or when an operator right-clicks on the line and chooses **Clear Indicator** from the submenu.

You can complete the **Line Detail** dialog by entering caller information, such as the name, company, and telephone number as shown in Figure 3.

Figure 3: Line Detail dialog box

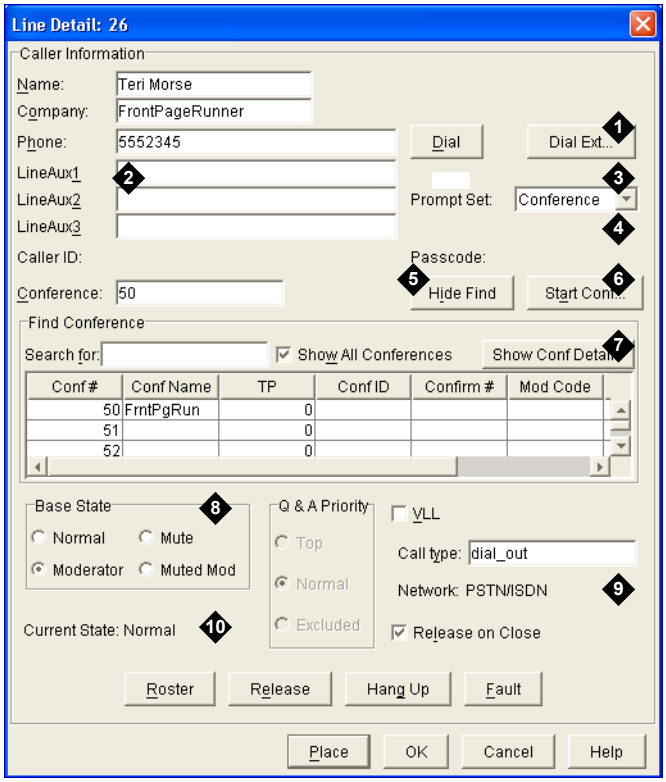


Figure notes:

1. **Dial Extension**
2. **Line Auxiliary fields**
3. **Prompt Set**
4. **Passcode (read only)**
5. **Hide/Find Conference**
6. **Start Conference**
7. **Show Conference Details**
8. **Base line status**
9. **Network type**
10. **Current line status**

For a list of Line Detail dialog shortcut keys, see Table 17.

To enter information in the **Line Detail** dialog:

1. Under **Caller Information**, press **Tab** or click the mouse to fill in the optional information listed in Table 15, which is tracked in the Call Detail Record (CDR).

Table 15: Caller information in the Line Detail dialog box

Information	Description
Name	The first and last names of the caller (up to 20 alphanumeric characters).
Company	The company name of the caller (up to 20 alphanumeric characters).
Phone	The caller's telephone number (up to 40 alphanumeric characters).
LineAux1	Optional caller information (up to 60 alphanumeric characters), such as the caller's E-mail address.
LineAux2	Optional caller information (up to 60 alphanumeric characters).
LineAux3	Optional caller information (up to 60 alphanumeric characters).
Caller ID	A telephone number automatically displays if caller ID is available on an incoming line. This information is non-editable.
Conference	The name (up to 60 alphanumeric characters) or number of the conference in which you want to place the caller.

1 of 3

Table 15: Caller information in the Line Detail dialog box (continued)

Information	Description
Prompt Set	The system plays private messages to participants in their own language. Note that Bridge Talk can list up to 20 prompt sets if configured on the system. Some participants may dial a DNIS-based number to preselect a language, which displays in the **Prompt Set** box. For more information on DNIS, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*. The settings are: • **Conference**. When you place a line into the conference, the line inherits the language of the conference. • **Prompt Set**. When you place a line into the conference, the selected prompt set remains associated with the line. The line does *not* assume the language of the conference. • If you transfer participants to another conference room, all lines with a Conference prompt set inherit the language of the new conference room. However, lines with a preselected prompt set (via the call branding table) do not inherit the language of the new conference room. **Note:** The system-installed prompt sets are: 1. English 2. Canadian French 3. French 4. Latin American Spanish 5. Spanish 6. German 7. Russian Keep in mind that there may be several different prompt sets for participant lines, which may not match the prompt set selected for the conference. To view or change the prompt set of a conference, see Modifying conference information using Conference Details on page 136.

2 of 3

Table 15: Caller information in the Line Detail dialog box (continued)

Information	Description
Passcode	The Line Detail dialog displays the last DTMF passcode that a moderator or participant enters. You can view but not edit this code. The system logs only the last-entered passcode in the CDR. **Note:** This is an optional field that you can select as viewable from the **Enter** and **Pending** queues.

3 of 3

2. If you need help entering the conference name or number in the Conference field, proceed to the next section, Using the Find Conference option in the Line Detail dialog on page 76.

Using the Find Conference option in the Line Detail dialog

The **Hide/Find** button toggles to show or hide the Find function.

Locating conferences using Find Conference

To locate the name or number of a conference:

1. Click **Hide/Find**.
2. Under **Find Conference**, choose one of the following search options to locate the exact name or number of a conference:
   - **Show All Conferences**. Browse through a list of all active conferences running on the bridge.
   - **Search For**. Automatically displays matches for conferences from fields, such as conference number, name, ID, or code, as you type each character.

     To use, deselect **Show All Conferences** and enter a few letters or numbers in the **Search For** box.

See:

- Viewing conference information
- Assigning lines to conferences
- Assigning and placing lines into conferences.

Viewing conference information

From the **Line Detail** dialog, operators can view but not modify information contained in the **Conference Detail** dialog. Specifically, operators can click the **Show Conf Details** button to access additional instructions or information related to a conference.

Administrators can configure Bridge Talk so that this button is enabled or disabled based on the presence of text or URL in the **Notes** field for a particular conference. Note that this feature is set in the Template.xml file.

To view conference information, select a conference from the **Find Conference** list, and click the **Show Conf Details** button.

Assigning lines to conferences

To assign the line to a conference, select the desired conference from the **Find Conference** list, and single click to fill the **Conference** field.

Assigning and placing lines into conferences

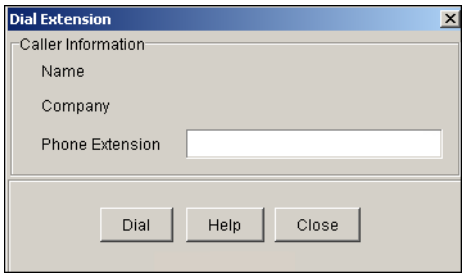
To assign and place a line into a conference, select the desired conference from the **Find Conference** list, and double click. This action is the same as if you click **Place**, which closes the **Line Detail** dialog.

Tip:
If the caller is a moderator, be sure to select moderator status before placing the line into the conference.

Dialing a telephone number

To dial a telephone number or an extension:

1. Enter a phone number and click **Dial** to dial the number.
2. Click **Dial Ext**.
3. In the **Dial Extension** dialog, enter the digits in the **Phone Extension** field, and click **Dial**.



The audioconferencing system dials the number.

4. Click **Close**.

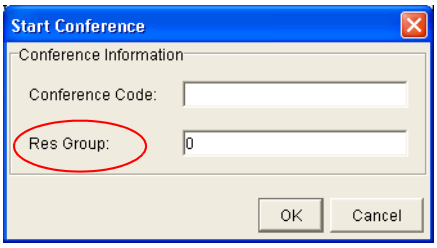
Note that the CDR includes both the main phone number and the extension.

Using the Start Conference option

If there is a caller waiting in the **Enter** queue, you can start a scheduled unattended or on-demand conference immediately by following these steps:

1. Click on the **Start Conf** button.
2. Enter the alphanumeric moderator or participant passcode in the **Conference Passcode** box.
3. Enter an optional reservation group number in the **Res Group** box or accept the default.

   Contact the system administrator for a list of conferences that are mapped to specified reservation groups.



Note:
The **Res Group** box may or may not appear depending on the system configuration as defined in the `Template.xml` file.

4. Click **OK**.

   If the passcode is valid, the bridge finds the corresponding schedule and starts the conference (or if the conference has already started, finds the active conference). Bridge Talk highlights the conference in the **Find Conference** area and activates the **Place/ Transfer** button so you can place the line into the conference.

Selecting a Base State

Base and Current are two line identifiers, which help you keep track of a line's basic status as well as temporary status changes triggered by action-based commands like Q&A or lecture.

To select a Base State:

1. Under **Base State**, select one of the following options described in Table 16.

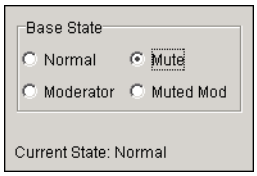


Table 16: Base states in Line Detail dialog box

Base State	Description
Normal	A regular participant.
Mute	A muted participant.
Moderator	A moderator.
Muted Mod	A muted moderator. A muted moderator retains moderator status and can still use moderator-based touchtone commands. **Note:** Moderators can mute and unmute themselves using the ***6** command. However, you can override the ***6** command by toggling **Mute** on or off.

Note that the **Current State** is a read-only field that indicates if the line is:

- Currently impacted by a feature like lecture or an action like operator help.
- Not impacted.

2. See the next section, Selecting a Q&A Priority.

Selecting a Q&A Priority

Question and Answer (Q&A) sessions provide an orderly method of letting participants ask questions or make comments during a lecture or large conference.

To assign a Q&A priority:

1. Under **Q&A Priority**, select one of the following:

Q&A	To
Top	Place participants at the beginning of the queue, in the order in which they pressed **1** or ***1**. **Tip:** Moderators always precede callers in the queue.
Normal	Place participants after Top priority participants, in the order in which they pressed **1** or ***1**. (Default)
Excluded	Prevent participants from asking questions during a Q&A session. Excluded participants are not shown in the Q&A queue; however, they can request and receive operator help.

For information about setting caller priority during a Q&A session, see Conducting Question and Answer (Q&A) sessions on page 118.

2. Proceed to the next section, Selecting additional line options.

Selecting additional line options

The Line Detail dialog can include additional information about the caller's line.

1. Select one or more of these options:

Option	To
VLL	Define this line as a virtual link line. (The default is not VLL)
Call Type	Identify what kind of line is in use. Accept the default value unless you want to enter a new call type, such as dial_in or ODO. (The default is dial_out.)

1 of 2

Option	To
Network (Telephony)	View the caller's line type, such as Voice over Internet Protocol (VoIP) or PSTN/ISDN. The telephony network type is tracked in CDR and CODR reports.
Release on Close	Release the line back to its previous location automatically when you close the **Line Detail** dialog. **Note:** Clear **Release on Close** if you want to continue talking with a participant while opening other Bridge Talk windows. The line remains accessed until you select **Line > Release** from the menu bar.

2 of 2

2. Click one or more of the following related functions and then click **Place**.

Button	To
Roster	Enter dial-in caller information from a preset dial list that automatically fills in the **Line Detail** dialog.
Release/ Access	Release an accessed line back to its previous location, such as a conference or help queue. The **Release/Access** button toggles to release or access the line. **Note:** The **Accessed Line** field in the **Operator** status bar indicates what line you are accessing.
Hang Up	Hang up the line.
Fault	Fault the line. For instructions on removing lines, see Faulting a line on page 154.

The system closes the **Line Detail** dialog and places the caller in the conference.

Note:
If the conference is secured, a **Conference is Secured** dialog displays when you click **Place**. Click **Yes** if you want the system to play a message to the moderator to remove security so that the participant can join the conference. A participant cannot join a secured conference until the moderator turns off security.

3. Proceed to the next section, Using a dial list to supply caller information on page 82.

Using a dial list to supply caller information

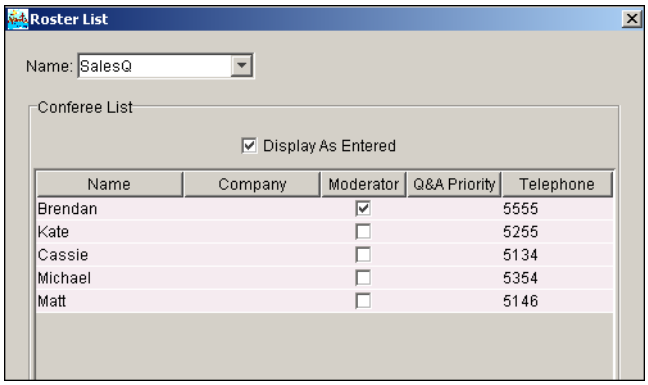
You can use a dial list (roster) to display caller information in the **Line Detail** dialog or if you need to dial out to participants on different dial lists. If your company has several frequent callers who attend a variety of conferences, you can create a roster of recurring names.

To use the roster function:

1. From the **Line Detail** dialog, click **Roster**.

   Bridge Talk highlights the last dial list used.

2. From the **Roster List** dialog, select the correct dial list.



3. Under **Conferee List**, click an entry on the dial list.

   Bridge Talk highlights that entry.

Tip:
To sort a dial list column in ascending or descending order, click on the header of the column that you want to sort. To display the dial list in the order that you entered the names, select **Display As Entered**.

4. Click **Associate**.

   Bridge Talk automatically fills in the **Line Detail** dialog with information from the dial list entry. For more information on using **Display As Entered**, see step 6 in Creating a new dial list on page 93.

Keyboard shortcut keys for the Line Detail dialog

Table 17 gives an overview of the Line Detail dialog shortcut keys.

Table 17: Line Detail dialog shortcut keys

Shortcut key	To
Alt A	Start a conference.
Alt C	Enter the name or number of the conference.
Alt D	Dial the entered telephone number.
Alt E	Release the line.
Alt F	Do one of the following: • Search for a conference (available only if you click the **Find** button to display the **Find Conference** feature). • **Fault** (available only if **Find Conference** is hidden).
Alt G	Hang up the line.
Alt H	Enter the caller's telephone number.
Alt I	Use or hide the **Find** feature.
Alt L	Choose the **Release on Close** option.
Alt N	Enter the caller's name.
Alt O	Enter the company name of the caller.
Alt P	Place the caller into a conference.
Alt Q	Choose a **Q&A** priority. (Default is Normal)

1 of 2

Table 17: Line Detail dialog shortcut keys (continued)

Shortcut key	To
Alt R	Display the **Roster List** dialog.
Alt S	Select a **Base State** line status. (Default is Normal)
Alt T	Transfer the line to another conference.
Alt V	Define the line as a virtual link line.
Alt W	Display a list of all active conferences running on the bridge (available only if you click the **Find** button to display the **Find Conference** feature).
Alt X	Stop **Name Record/Playback** (NRP) playback.
Alt Y	Identify what kind of line is in use, for example, dial-in or ODO.
Alt 1	Enter optional caller information in the **LineAux1** field.
Alt 2	Enter optional caller information in the **LineAux2** field.
Alt 3	Enter optional caller information in the **LineAux3** field.

2 of 2

Chapter 5: Recording Conferences

This chapter includes instructions on the following:

- Overview of recording
- Creating an analog recording
- Creating a digital recording

Overview of recording

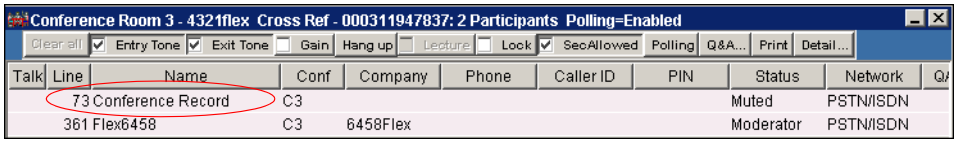
Operators can start, stop, and play back conference recordings initiated through Bridge Talk, as well as those initiated by moderators who use touchtone commands. The system announces that the recording is about to begin. Subsequent callers hear a message stating that conference recording is in progress.

Note:
Moderators can record and play back a conference that they secure. By contrast, operators cannot record a secured conference. If an operator starts recording a conference that the moderator later secures, the system immediately stops the recording.

Types of recordings

You can record an entire conference or only a segment using the following recording types, if configured on the connecting bridge:

- **Analog**. This feature is available only on S700/780 conference servers. Operators or moderators can record to an analog device, such as a tape recorder. See the next section, Creating an analog recording on page 87.
- **Digital**. Operators or moderators can record digitally to a file on the system. For instructions, see Creating a digital recording on page 89.
- **External Digital Recording**. Moderators (leaders) can dial out and record a conference digitally using an external recording device. A Conference Record line appears in the conference room, as shown.



Important:
Do not tamper with or modify the properties of the Conference Record line. External recordings are not stored on the bridge so you cannot play back a file through Bridge Talk.

Note:
If you record several segments of a conference, the system saves the name of the last segment to the corresponding Conference Detail Report.

You can use up to four record-playback combinations within a single conference:

- Analog record with digital record

- Analog playback with digital record
- Digital playback with analog record
- Analog, digital, and external record

Tip:
If desired, you can record a conference using the analog or digital functions of Bridge Talk and an external recording device simultaneously.

Legal notification regarding conference recordings

In certain locations, including the United States, you are required by law to notify all participants when a conference call is being recorded. To accomplish this, you can:

- Notify participants individually before placing them into the conference.
- Notify participants in the annunciator message.
- Begin the conference by announcing that the conference call will be recorded.

Note:
When an external recording or Digital Record Playback (DRP) starts, the system plays a message into the conference.

Creating an analog recording

Analog recording is the process of recording to an analog device that is connected to a PBX utility. You can insert an Analog recording channel into a conference room before participants call in. Note that Analog channels are available only on S700/780 conference servers.

Tip:
Make sure that you establish a record/playback audio path first. If you did not set an audio path, see Setting up auxiliary audio paths on page 21.

To record a conference:

1. Choose **Conference** > **Record/Playback** from the menu bar.
2. In the **Record/Playback** dialog, click **Record** in the **Analog** area.

3. In the **Select Channel** dialog, select a channel number, and click **OK**.

   Recording begins and the record button switches from gray to red.

4. Press the **Record/Play** button on your recording device.
5. To stop the recording, click **Stop** in the Analog area.

   The recording stops and the **Record** button switches from red to gray.

6. Press **Stop** on your recording device.

For information about playing back the recording, see the next section, Playing back an analog recording.

Note:
The system assigns the letter A (Analog) plus an automatically selected channel number for the recording, such as A1 or A22. The channel displays in the **Record/Playback** dialog, **Conference Room** title bar, and **Conference Navigator** (if you include Record in the list of visible properties of the **Customize User Interface** dialog).

Playing back an analog recording

You can play back an entire conference or part of a conference.

Here are some important reminders:

- Do not rewind a tape while the record channel is active. Rewinding may add noise to the conference.
- You cannot apply gain while playing back an analog tape.

To play back an analog recording:

1. In the **Record/Playback** dialog, click **Play** in the **Analog** area.
2. In the **Select Channel** dialog, select a channel number, and click **OK**.

   Playback begins and the **Play** button switches from gray to green.

3. Press the **Play** button on your recording device.
4. To stop the playback, click **Stop** in the **Analog** area.

   The playback stops and the **Play** button switches from green to gray.

Creating a digital recording

Digital recording is the process of recording a conference to a file stored on the bridge. Digital channels are available on systems that have an installed, removable hard drive. The system supports up to 1,000 simultaneous digital recordings and playbacks.

The system can store up to 12 hours of digital recording per conference or up to 770 hours on the system's removable hard drive or RAID 5 disk drive (depending upon how the system is configured). For example, if you use the removable hard drive to back up your system or save voice rosters, the number of available hours decreases.

Tip:
You can place a record channel into a conference before participants join the conference. Digital record and playback for an attended conference will not begin until the first participant enters the conference.

To create a digital recording:

1. Choose **Conference** > **Record/Playback** from the menu bar.

   The system displays the **Record/Playback** dialog.

2. In the **Record/Playback** list, select the conference that you want to record.
3. Click **Record** in the **Digital** area.
4. In the **Digital Record** dialog, enter a filename up to eight characters with no extension.

   The **Digital Record** dialog displays the amount of time available for recording. The recording begins and the record button switches from gray to red.

5. To stop the recording, click **Stop** in the **Digital** area.

   The recording stops and the **Record** button switches from red to gray.

For information about playing back the recording, see the next section, Playing back a digital recording on page 89 or Deleting a digital conference recording on page 90.

Note:
The system assigns the letter D (Digital) plus an automatically selected channel number for the recording, such as D1 or D22. The channel number displays in the **Record/Playback** dialog, **Conference Room** title bar, and **Conference Navigator** (if you include **Record** in the list of visible properties of the **Customize User Interface** dialog).

Playing back a digital recording

You can play back an entire conference or part of a conference.

To play back a digital recording:

1. In the **Record/Playback** dialog, click **Play** in the **Digital** area.
2. In the **Digital Play** field, select the file you want to play.

   Note:
   If you want the playback to begin at a specific point after the recording began, enter the amount of time that you want to skip (expressed in the number of minutes and seconds). Note that the system increments in 8-second intervals. For example, if you enter 9 seconds, the system skips 8 seconds; if you enter 17 seconds, the system skips 16 seconds.

   Playback begins and the **Play** button switches from gray to green. Note that all lines are in listen-only mode.
3. To stop the playback, click **Stop** in the **Digital** box.

   The playback stops and the **Play** button switches from green to gray.

Deleting a digital conference recording

You can delete digital recordings that you do not want to save.

To delete a digital recording:

1. In the **Record/Playback** dialog, click **Delete** .

   The **Delete File** dialog displays.
2. In the **File Name** box, select a file and click **OK**.
3. Click **Yes** in the **Confirmation** dialog to delete the file.

For more information the record/playback feature, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Chapter 6: Using Dial Lists and Dialing Out

This chapter provides information on:

- Working with dial lists
- Overview of dialing out

Working with dial lists

A dial list is a phone list created by operators for use during BlastDial, FastDial, or Roster tasks. Individual dial list entries include a participant name, phone number, and optional company name. Table 18 provides a summary of dial list options.

Table 18: Dial list options

To	Procedure
Create a new dial list	Select one of these commands from the menu bar: 1. Choose **Fast Dial** > **New**. 2. Choose **Fast Dial** > **Edit**. 3. In the **Dial List Navigator** dialog, select **New**. For detailed instructions, see Creating a new dial list on page 93.
Edit an existing dial list	Follow these steps: 1. Choose **Fast Dial** > **Edit** from the menu bar. 2. In the **Dial List Navigator** dialog, select the dial list that you want to use. 3. Select **Edit** to modify or **Duplicate** to copy an existing list. For more information, see Changing entries in a dial list on page 97.
Duplicate an existing dial list	Use this procedure: 1. Choose **Fast Dial** > **Edit** from the menu bar. 2. In the **Dial List Navigator** dialog, select the dial list and click **Duplicate**. 3. In the name field, replace the name of the existing dial list with the name of the new dial list that you want to create. 4. Modify the dial list entries that you want to change and click **Save**.
Delete a dial list	Follow these steps: 1. Choose **Fast Dial** > **Edit** from the menu bar. 2. In the **Dial List Navigator** dialog, select the dial list and click **Delete**. 3. Click **Yes** in the confirmation dialog.
Print a dial list	Do the following: 1. Choose **Fast Dial** > **Edit** from the menu bar. 2. In the **Dial List Navigator** dialog, select the dial list and click **Print**. 3. In the **Dial List Reports** dialog, click **Print**.

Creating a new dial list

To create a new dial list:

1. Choose **Fast Dial** > **New** from the menu bar.
2. Enter a dial list name up to eight (alphanumeric or extended ASCII) characters.

   The dial list name must begin with alpha characters, for example, FrontRun or FrtRun22.

   Note:
   Do NOT use special characters (@, +, =) in front of participant names in a dial list since these characters are used by the system as flags.

   The conference system masks (converts) the @ signs so they do not appear in the CDRs but preserves the correct moderator status.
3. Click **Add** to add an entry to the list.

   Bridge Talk adds a blank line to the bottom of the list.

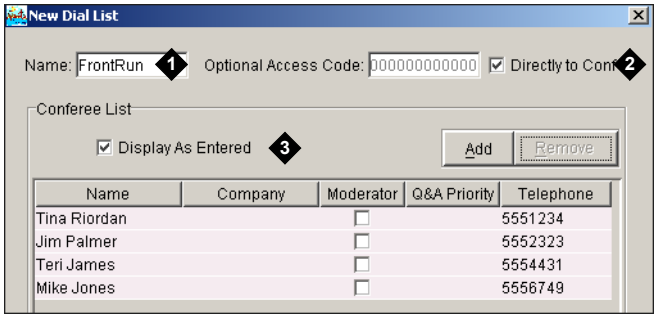


Figure notes:

1. **Dial list name**
2. **Directly to Conf**
3. **Display As Entered**

Note:
Once you create a name, you cannot change the position of the name in the dial list.

4. Complete the following dial list line information listed in Table 19.

Table 19: Dial list - modifying line information

Click	To
Name	Enter a caller's name (up to 20 alphanumeric characters) that you want to include on the list.
Company	Enter the name of the caller's company (up to 20 alphanumeric characters).
Moderator	Set up the caller as a Moderator; otherwise, leave the Moderator field blank.
Q&A Priority	Select the appropriate priority level from the shortcut menu: • **Top**. To give a caller priority over other callers during a Q&A session. • **Excluded**. To prevent a caller from asking questions during a Q&A session. • **Normal**. (Default) To give a caller that same priority level as other callers.
Telephone	Enter the person's telephone number in the field.

5. To delete an entry, select the entry and click **Remove**.
6. To sort entries, choose one of the following sort options under **Conferee List**:
   - Click **Display As Entered** to view the dial list in the order that you entered the names.
   - Clear **Display As Entered** to view the list in alphabetical order.

7. To use the dial list for a Blast Dial, choose one of the following options in the **Optional Access Code** field listed in Table 20.

Table 20: Optional access code options

Choose	To
With access codes (Blast Dial setting)	Enter a passcode in the field. The called parties are required to enter a passcode (up to 16 alphanumeric characters) before they can join the conference. **Tip:** For Blast Dials, you can use the same passcode for several conferences because the system places the participants directly into the specified conferences.
Without access codes (Blast Dial setting)	Leave the field blank if you want the called parties to enter the conference without a special passcode. The called parties can enter the conference by pressing **1** (unless the system is set up to place dialed participants directly into a conference as soon as they answer their phones).
Directly to Conf (Blast Dial setting)	Place callers directly into the conference without entering any DTMF commands. The system ignores the called party's voice mail filter. Any device that automatically answers the telephone is placed into the conference, including voice mail, modem, and fax.

8. Click one of the following:
   - **Save** to save the dial list. The system saves the dial list using the list name that you specified in step 2.
   - **Print** to print out the dial list.

Modifying a dial list

To modify a dial list:

1. Choose **Fast Dial** > **Edit** from the menu bar.
2. In the **Dial List Navigator** dialog, select one of these options listed in Table 21.

Table 21: Modifying list features in a dial list

To	Procedure
Edit an existing dial list	Select the dial list and click **Edit**. See Changing entries in a dial list on page 97.
Duplicate an existing dial list	Use this procedure: 1. Select the dial list and click **Duplicate**. 2. In the name field, replace the name of the existing dial list with the name of the new dial list that you want to create. 3. Modify the entries within the dial list that you want to change and click **Save**.
Delete a dial list	Follow these steps: 1. Select the dial list and click **Delete**. 2. Click **Yes** in the confirmation dialog.
Create or change passcode for a Blast Dial	Move the cursor to the optional **Access Code** field and enter a passcode. Message 243 plays by default for this option.
Place callers directly into the conference	Select **Directly to Conf** to direct the system to ignore the called party's voice mail filter. Any device that automatically answers the telephone is placed into the conference, including voice mail, modem, and fax.
Display the dial list in as-entered order	Leave the **Display As Entered** check box selected. (Default) For more information, see step 6 in Creating a new dial list.
Print	Click **Print**. In the **Dial List Reports** dialog, click **Print** again.

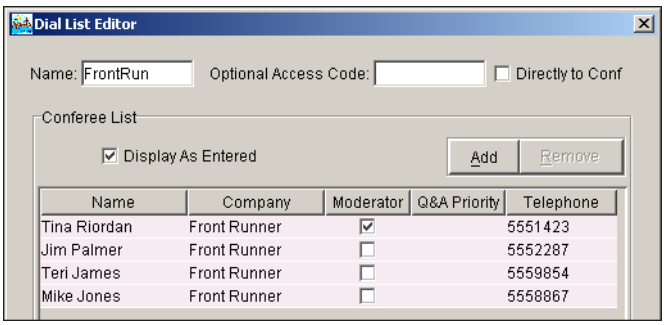
3. Click **Close** or ☒ to exit from the **Dial List Navigator** dialog.

Changing entries in a dial list

To modify a dial list:

1. Choose **Fast Dial** > **Edit** from the menu bar.
2. In the **Dial List Navigator** dialog, select the dial list you want to modify.
3. Click **Edit**.

   Bridge Talk displays the selected dial list.



4. Choose one of the following options in Table 22.

Table 22: Modifying entries in a dial list

To	Procedure
Add a new entry	Click **Add**. Bridge Talk displays a new blank line at the bottom of the list.
Modify an existing entry	Select the entry and then modify the fields that you want to change.
Delete an entry	Select the entry and then click **Remove**.

5. Click **Save**.

Overview of dialing out

Use dial out when you want to call and place individuals into a conference either before a conference begins or during a conference.

In addition, you can restrict dial outs using these features:

- **Restrict Dialout**. A bridge can filter all dial outs using a utility customized by the system administrator. For example, the filtering process can block long-distance calls. Administrators can allow or prevent operators from dialing out specified numbers. For more information, contact Avaya Conferencing Support.
- **Moderator Block Dialout**. On a per conference basis, schedulers can allow or prevent moderators from using Auto Blast or Moderator Originator Dial Out (ODO). However, this option does not affect operator functions. See table entries, Auto Blast or Block Dialout in Appendix A: Scheduling a Conference.

Choose one of the dial-out operations described in Table 23.

Table 23: Types of dial-out operations

Type	Description
FastDial	To dial out to individual participants using a previously created dial list. When a participant answers the phone, place the person in the appropriate conference.
BlastDial	To dial out to a list of pre-programmed numbers. As each participant answers the telephone, the system automatically plays an annunciator message that provides conference instructions.
Manual (one-time dial-out)	To dial phone numbers from the **Dial** dialog that are not on your list (or if you reached an automated system and must enter additional digits to continue processing the call). For more information on manual dialing, see Using manual (one-time) dial on page 107.

Using FastDial

Using FastDial, you can dial out to participants using a previously created dial list. When the participant answers the phone, place the person in the appropriate conference.

To dial out to participants using a dial list:

1. Choose **Fast Dial** > **Dial** from the menu bar.

   -Or-

   Click the Fastdial button on the tool bar and click **Dial**.

2. In the **Dial** dialog, select a dial list from the **Select Dial List**.

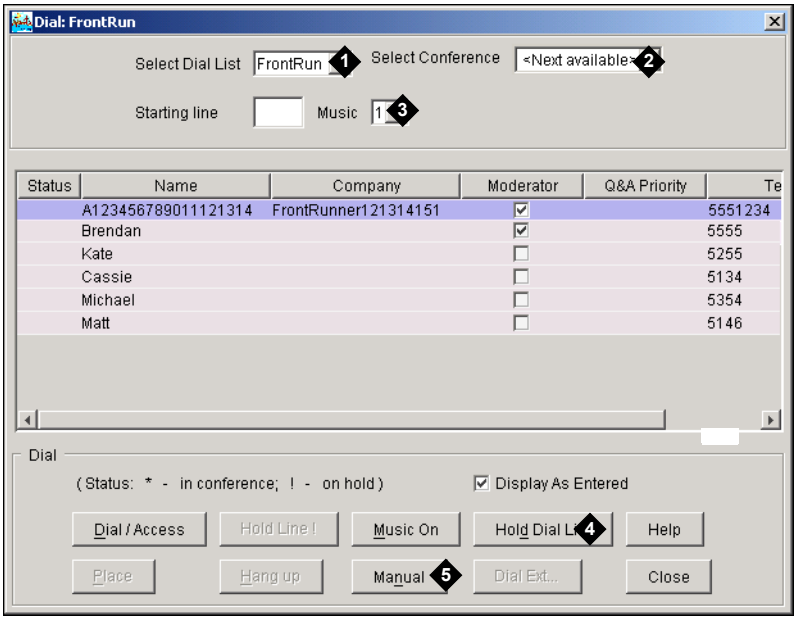


Figure notes:

1. **Select Dial List**
2. **Select Conference**
3. **Music 1 (Analog or Digital)**
   Music 2 Digital
   Music 3 Digital
   Music 4 Digital
4. **Hold Dial List saves position in the dial list if you need to perform another task**
5. **Manual dial out to a person who is not on the dial list**

3. In the **Select Conference** field, choose one of the following methods to place the participants.

Conference Name	Description
New (Default)	To create a new conference: 1. Select **<Next available>** in the **Select Conference** list. 2. Bridge Talk displays the **Conference Name** dialog and prompts for a name for the conference. 3. Enter the conference name (up to 60 alphanumeric characters) and click **OK**. **Note:** The system uses the default prompt set for the bridge.
Existing	Choose an existing conference from the **Select Conference** list. **Tip:** The system uses the prompt set scheduled for the conference.

4. You can optionally enter a line number that the system will use as a starting point for the dial out. If you leave this field blank, the system starts at line number 1 (or first available).
5. To add music to the conference:
   a. Select a music channel:
   b. Click **Music On**.
6. Select a name in the **Dial List Contents** window and click **Dial/Access**. If you do not need to dial an extension, go to step 8.

Tip:
Use Manual Dial to dial any telephone numbers that are not on the dial list.

7. To dial an extension for a main number that you are dialing:
   a. Click **Dial Ext**.
   b. In the **Dial Extension** dialog, enter the digits in the **Phone Extension** field, and click **Dial**.

   The bridge dials the number. (If you do not enter a telephone number, a dialog displays prompting you to enter a number.)
   c. Click **Close**.

8. Under **Dial**, choose one or more options described in Table 24.

Table 24: FastDial options

Click	To
Dial/Access	Dial a line or re-access a line placed on hold.
Place	Place the caller into the conference. The system places the caller into the conference, displays an asterisk (*) in the Status column, and returns you to the Fastdial list.
Hold Line!	Place the line on hold to allow you to perform other functions on Bridge Talk.When you place a line on hold, Bridge Talk displays the exclamation point symbol (**!**) in the **Status** column. **Tip:** To re-access the line that you placed on hold, select the line and click **Dial/Access**.
Hang up	Hang up the line if the called party does not want to be placed in a conference or if no one answers.
Music/Music On	Toggle music on or off: • Click **Music On** from the **Dial List** dialog to add music to a conference in which no music is playing (if available). • Click **Music Off** to stop music in a conference in which music is already playing.
Manual	Dial out to a person who is not on the dial list. Do not create a blank entry (no telephone number) in the dial list.
Display As Entered	Display the dial list in as-entered order. (Default) For instructions, see step 6 in Creating a new dial list.
Hold Dial List	Exit out of the FastDial temporarily and save your position in the dial list. To place a dial list on hold: 1. Click **Hold Dial List** in the **Dial** dialog. 2. Click **Yes**. Meeting Exchange® 5.1 closes the **Dial List** window so that you can perform other tasks. To resume the FastDial, click **Hold Dial** from the **Fastdial** menu. **Note:** You can hold your position only in one dial list at a time.

9. Repeat steps 6-8 for each name in the dial list.

Note:
If you close the dial list while you are accessing a line, you remain accessed to that line.

Using BlastDial

During a BlastDial, the system dials out using a dial list of pre-programmed telephone numbers. As each participant answers the telephone, the system automatically plays an annunciator message, which provides instructions to the participants being called.

You can use more than one dial list for each blast dial to the same conference; however, you *must* specify the conference number when starting the blast to assure that participants join the same conference.

Tip:
If you want to add a level of security by requiring the called parties to use a specific passcode to enter the conference, be sure to specify that passcode when creating a new dial list. See Creating a new dial list on page 93.

To use **BlastDial**:

1. Choose **Fast Dial > Blast** from the menu bar.

   -Or-

   Click the **Fastdial** button on the tool bar and click **Blast**.

2. In the **Blast Dial** dialog, select a dial list from the **Select Dial List** field.

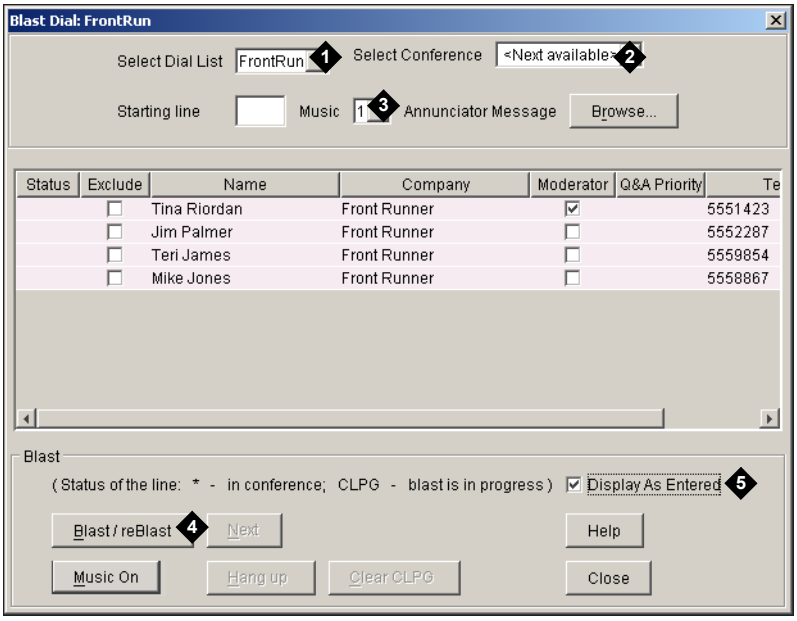


Figure notes:

1. **Select Dial List**
2. **Select Conference**
3. **Music 1 (Analog or Digital)**
   Music 2 Digital
   Music 3 Digital
   Music 4 Digital
4. **Blast/reBlast redials participants**
5. **Display As Entered displays participants in a non-ordered list**

3. In the **Select Conference** field, choose one of the following methods to place the participants.

Conference Name	Description
New (Default)	To create a new conference: 1. Select **<Next available>** in the Select Conference list. 2. Meeting Exchange® 5.1 displays the Conference Name dialog and prompts for a name for the conference. 3. Enter the conference name (up to 60 alphanumeric characters) and click **OK**. **Tip:** The system uses the default prompt set for the bridge.
Existing	Choose an existing conference from the Select Conference list. **Note:** The system uses the prompt set scheduled for the conference.

Tip:
You can enter a line number that the system can use as a starting point for the dial out. If you leave this field blank, the system starts at line number 1.

4. To add music to the conference:
   a. Select one of the following music channels:1-4
   b. Click **Music On**.
5. To change the default annunciator message:
   a. Click the **Annunciator Message Browse** button.
   b. In the **Annunciator Messages** dialog, click **Use Selected Message**.

Click	Description
Use Selected Message	To specify an annunciator message, select the message you want and then click **Use Selected Message**.
Use Default Message	See Table 25 for a detailed description of the available default Blast Dial messages.

Note:

If you use **Directly to Conf** to place callers directly into the conference, the system may not pause long enough to play an entire annunciator message. By design, the system moves a caller into the targeted user conference as soon as the system recognizes that the call was answered.

If there are connectivity issues between the caller and the system, which prevent the system from automatically recognizing that the call was answered, the caller can press any keypad digit to gain entry to the conference.

If there is a slight delay in connectivity, the caller may hear a snippet of the annunciator message playing in the background. To avoid this, administrators can replace the assigned blast message with a silent message (#338 - a bit of silence).

Table 25: Default BlastDial messages

Optional Access Code Setting	Message
Default Setting	Message 242. “Hello. Your conference call is about to begin. To join the conference, please enter 1 on your touchtone keypad. Thank you.”
Optional Access Code	Message 243. “Hello. Your conference call is about to begin. To join the conference, please enter your security code followed by the pound key. Thank you.”
Directly to Conference	Dialed line is placed directly into conference with no message played

For more information about messages, see Using annunciator messages on page 53.

6. Click **Exclude** to omit certain telephone numbers from the Blast Dial.

   To re-enable dialing for an excluded entry, clear **Exclude** for that entry.

7. Click **Blast/reBlast** to begin the Blast Dial.

   As the called parties answer their telephones and join the conference, the Meeting Exchange® 5.1 **Status** column displays the following:

*	Called party has been placed in the conference.
CLPG	Call is in progress.

Note:

If not enough lines are available for the blast, Meeting Exchange® 5.1 displays an error message.

8. Under **Blast**, choose one or more of the following Blast Dial options:

Click	To
Display As Entered	Display the dial list in as-entered order. (Default) For more information, see step 6 in Creating a new dial list.
Blast/reBlast	Redial any participants (except for those you excluded in step 6). **Blast** and **reBlast** is a toggle.
Clear CLPG	Clear all lines that the system used for dialing that were not placed in the conference. The **Blast Dial** dialog remains open as system hangs up all lines in CLPG status.
Next/Place	Access the next line in **CLPG** state from the **Enter** queue. After speaking with the caller, place the line into the conference by clicking **Place**. **Next** and **Place** is a toggle.
Music On/Music Off	Play music in the conference. **Music On** and **Music Off** is a toggle.

9. To end the blast session, click **Close**.

   Meeting Exchange® 5.1 prompts for confirmation that you want to close the Blast Dial session. When you click **OK**, the system hangs up all lines in CLPG state.

Tip:
For information on scheduling a moderator-initiated, unattended Blast Dial, see Auto Blast on page 166 in Table 41.

Additional information about Blast Dial

Here are a few important reminders:

- If you want to create a new dial list for a Blast Dial, be sure to create and save the dial list before you begin the Blast Dial.
- Participants must press **1** to enter the conference if no passcode is assigned, unless **Directly to Conf** is selected for the dial list.

Using a DNIS/DDI Blast Dial

Usually operators launch a Blast Dial. However, you can set up moderator-initiated blast dials for unattended and on-demand conferences (if configured on the connecting bridge). For more information on how to schedule this feature, see Auto Blast in Table 41.

Using manual (one-time) dial

Use the **Manual** function to dial out to a number that is not in your dial list. For example, a moderator might ask to add a caller as a one -time participant.

To dial out to participants manually:

1. From the **Dial** dialog, click **Manual**.
2. In the **Manual Dial** dialog, enter the caller name, company name, and number.
3. Click **Dial** to dial the number. If you do not need to dial an extension, go to step 5.

   Tip:
   You must click **Dial** first in the **Manual Dial** dialog to make the **Dial Ext** button available.

4. To dial an extension for a main number that you are dialing:
   a. Click **Dial Ext**.
   b. In the **Dial Extension** dialog, enter the digits in the **Phone Extension** field, and click **Dial**.

      The system dials the number.

   c. Click **Close**.
5. In the **Manual Dial** dialog, click:
   - **Place**. To place the called party into the conference.
   - **Hangup**. To hang up the line without placing the line into a conference if no one answers the phone.

   Note that the CDR includes both the main phone number and the extension.

Additional information about manual dial

Here are a few important reminders:

- Phone numbers can contain up to 40 characters that include the digits 0–9 and star (*) or pound sign (#).
- If you access a disconnected line and click **Dial**, the system displays a dial prompt with the line name and phone number (if this information was entered previously). Click **OK** to dial the phone number and re-establish the connection.

Adding a delay in a dialing sequence

You can insert a temporary delay when dialing if your bridge is configured to accept commas in the dialing sequence. A phone number can include one or more dial delays (commas). Table 26 describes the delay procedure.

Table 26: Inserting a delay in a dialing sequence

Insert	Procedure
Delay	Use a comma to insert a delay in the dialing sequence. The system inserts a one-second-dial delay for each comma that you enter. For example, if your telephone system requires you to dial 9 and wait for a dial tone before dialing the number, use the dialing sequence 9,5551234. The bridge dials 9, waits one second, and then dials the number 555-1234. **Tip:** To insert a longer delay, enter more than one comma. Contact your system administrator to find out how your telephone system is configured for dialing.

Chapter 7: Conducting Polling and Q&A Sessions

This chapter covers the following topics:

- Conducting polling sessions
- Conducting Question and Answer (Q&A) sessions

Conducting polling sessions

You can conduct a polling session that lets participants cast votes or express opinions based on a predefined tag digit list.

Before polling, make sure that you:

- Select at least one participant to be a moderator to ask questions during the polling session.

  During a polling session, all lines are muted except for moderator lines.

  Moderators can mute and unmute themselves using the ***6** command, if this feature is enabled by the administrator. A muted moderator retains moderator status and can still use moderator-based touchtone commands.

  Note:
  You can override the ***6** command by toggling Moderator Mute on or off. For example, in a lectured conference that includes several moderators, you can mute all but one moderator.

- Save time by preparing a unique tag digit list file in advance or you can use an existing tag digit list and temporarily change the information.
- Prompt participants how to vote on a set of choices using the touchtone keypad on their telephones.
- Set up and then display voting options in the **Polling** dialog.

  For polling instructions, see the next section, Starting a polling session on page 111.

  Tip:
  You can save or print the results when each individual poll ends. For details, see Saving or printing the polling results on page 115.

Starting a polling session

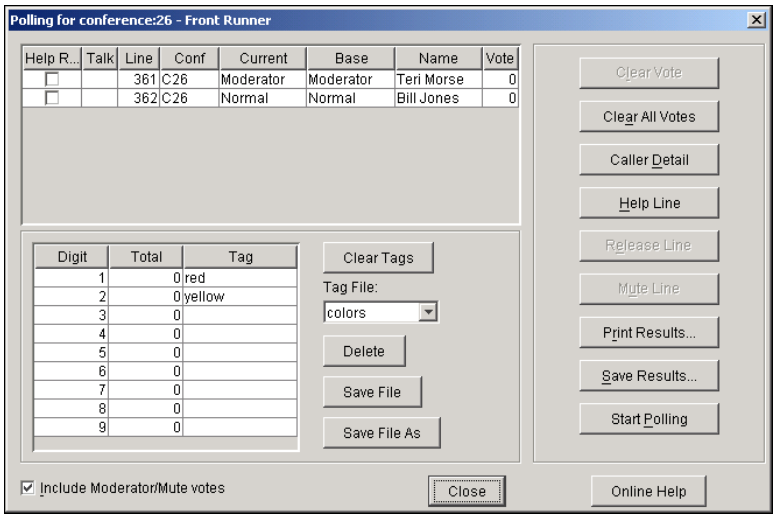
Once you have prepared for a polling session, you can begin polling.

To start a polling session:

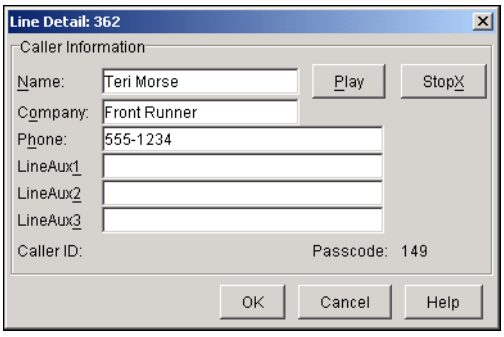
1. From the **Conference Room** window title bar, click **Poll**.

   The **Polling** dialog displays.

2. Click on a line and click **Caller Detail** to see and, if enabled, hear caller information without accessing the line.



An abbreviated **Line Detail** dialog displays.



A line modification indicator (green line) displays in the **Polling** and **Conference Room** windows when an operator clicks **Caller Detail**. The indicator shows that the operator is viewing or modifying caller information.

Note:
The indicator does not prevent other operators from modifying the same line.

3. If NRP OPER is scheduled for the conference and the caller responded to the name prompt, click:
   - **Play** to hear what the caller recorded.

     The system plays caller information only to the operator. The conference does not hear the recording.
   - **StopX** to stop the recording.
4. When finished, click **OK** to close the abbreviated **Line Detail** dialog.
5. Choose one of the following tag digit options:

Option	Procedure
Use an existing tag digit list	In the **Tag Files** field, select the tag digit list file you want to use. Meeting Exchange® 5.1 displays the tag digit list associated with that file. For information about creating tag digit list files, see Creating a tag digit list on page 117.
Create a temporary tag digit list	Click in the **Tag** field of a digit and enter the label text you want to use for that tag. Repeat this for each digit that you want to use. **Tip:** After entering the text, click outside the text box to apply changes.

6. Click **Start Polling** to begin polling.

   The polling session begins and the system mutes all non-moderator lines. Meeting Exchange® 5.1 clears all previous votes and totals.

   Note:
   All lines excluding moderators are muted in a lectured conference. However, you can select a moderator line and click **Mute** to mute or unmute the line.
7. Ask a polling question and list the possible responses.
8. Prompt participants to press a key on their telephone keypads that corresponds to their selection.

   As participants vote, the system displays the votes in the **Polling** dialog.
9. Click **Save Results** to save or print the polling results.

   Note:
   Participants can request help from the operator by pressing **0** or ***0**. When Users request help, they hear the annunciator message: *Please stand by for Operator help*.

Performing operator polling tasks

You can perform one or more of the following tasks during a polling session:

- Excluding certain lines from the vote count
- Providing help to a participant
- Saving or printing the polling results

Excluding certain lines from the vote count

By default, all moderators and participants vote during a poll and the system includes all votes in the tag digit totals. However, you can exclude moderators and specific participants from voting.

To exclude moderators or certain participants from having their votes included in the totals:

1. In the Polling dialog, click **Start Polling**.
2. Select the participants and moderators whose votes should not be tabulated.
3. Click **Mute Line**.

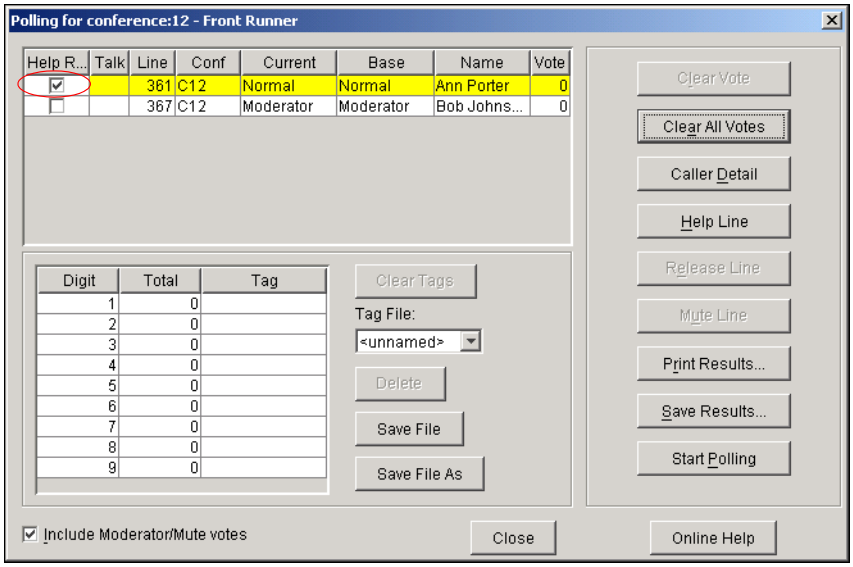
   The **Current** line status for each of these participants changes from **Normal** to **Muted**.
4. Clear **Include Moderator/Mute Votes** as shown.

   The **Moderator/Mute Votes** check box toggles on and off.

Providing help to a participant

A participant can request help during a polling session by pressing **0** or ***0**. When Users request help, they hear the annunciator message: *Please stand by for Operator help*. When this occurs,

Bridge Talk displays a check mark in the **Help Req** check box for that participant and highlights the line in yellow as shown.



To provide help to participants during a polling session:

1. From the **Polling** dialog, click **Help Line**.

   The bridge automatically accesses the line of the first participant who requested help.

2. Click **Release Line** when you have finished assisting the participant.

   The system returns the participant to the polling session.

Note:
You can access only those lines requesting help from the polled conference.

Saving or printing the polling results

During a polling session, Bridge Talk displays the tag digit vote total and how each participant voted.

Tip:
You cannot save the polling results of an unnamed conference to a file.

If a participant votes *but hangs up* before you display or save the results to a file, the vote is not included in the total participants count. However, the tag digit totals and total responses do include the participants' participation described in Table 27.

Table 27: Saving or printing polling results

Task	Procedure
Print the vote total that each tag digit received. (Individual participant votes are not included.)	To print the vote total: 1. Click **Print Results**. 2. In the **Print** dialog, select **Summary**. 3. Enter optional descriptive text and click **OK**.
Print the vote total that each tag digit received and how each individual voted.	To print individual votes and the vote total: 1. Click **Print Results**. 2. Select **Complete** in the **Print** dialog. 3. Enter optional descriptive text and click **OK**.
Save the vote total that each tag digit received to a file. (Individual participant votes are not included.)	To save the vote total to a file: 1. Click **Save Results**. 2. Select **Summary** in the **Print** dialog. 3. Enter a filename and click **OK**.
Save the vote total that each tag digit received and how each individual voted to a file.	To save individual votes and the vote total to a file: 1. Click **Save Results**. 2. Select **Complete** in the **Print** dialog. 3. Enter a filename and click **OK**.

Note:
The system automatically generates a polling name based on the conference name and date (up to 60 alphanumeric characters), for example, `Front_Runner_Monday_Morning_Meeting.Jan08`. The system stores the polling files in the `<bridge installation> /usr/dcb/dbase/polprnts` directory or another location specified in your `btconfig.xml` file. Therefore, do not include a pathname with a slash (/) when you save polling results.

Allowing a participant to change a vote

If a participant asks to change a vote (for example, if the participant pressed the wrong digit), you must first clear the participant's original vote.

To allow a participant to change a vote:

1. From the **Polling** dialog, select the participant who wants to change a vote.
2. Click **Clear Vote**.

   Meeting Exchange® 5.1 clears the vote so that the participant can make a new selection.

Clearing all votes

To clear votes on all conference participate lines:

1. Make sure that you have saved or printed any vote information that you need.
2. Click **Clear All Votes**.

Ending a polling session

When the polling session is complete, do the following:

1. Be sure that you have saved or printed any vote information that you need.
2. For information, see Saving or printing the polling results on page 115.
3. Click **Clear All Votes** to remove all votes.
4. To edit or remove labels that are not from a saved tag digit file, you can:

Click	To
On the tag you want to change.	Remove or retype the label text for a digit or digits.
Clear Tags.	Remove all of the labels.

5. Click **Clear Tags** and select a different list in the **Tag File** list to start a new poll.
6. When finished, click **Stop Polling**.

   The system unmutes all participant lines (except for any lines that you explicitly muted) and ends the current polling session. Other operators viewing the **Polling** dialog should note that the **Stop Polling** button switches back to **Start Polling**.
7. Click **Close** and choose one of the following options to end the polling session:

- **Yes** to stop conference polling after you exit.
- **No** to allow conference polling to resume after you exit. If you are the only active operator in the conference, the polling session ends; however, if there are other operators currently polling the conference, the polling sessions continue.
- **Cancel** to return to the Polling dialog.

Tip:
If you muted any lines during polling to exclude from voting, remember to unmute them.

Creating a tag digit list

Here are some important reminders on tag digits:

- Operators can access all tag digit lists stored on a bridge, regardless of who created them. More than one operator can use the same tag digit list at the same time.
- If several operators are polling a single conference, make sure that all the operators use the same tag digit list.

To create a tag digit list:

1. Choose **Conference** > **Polling** from the menu bar.
2. In the **Input** dialog, enter the number of your conference, and press **Enter**.

   The bridge uses tag digits to match votes to the items participants vote on. A tag digit includes a tag (descriptive text) and a digit from 1 to 9 (maximum is 9).

   Tip:
   After entering the text, click outside the text box to apply changes.
3. Click on a digit in the **Digit** field.
4. In the **Tag** field, select one of these numbering conventions:

Description	Example
Use a tag with an underscore (_) or an ellipsis (...) to specify a range.	Option_2 or 1...3
Use a tag with a colon.	Option 2:
Use a tag with single or double digits.	Option 12

Tip:
Do not use a hyphen, for example, Option-2.

You can create a standard tag digit list for the most common responses, such as:

Digit	Tag Label
1	Yes
2	No
3	Undecided

If you want to create the tag digits for mixers, the tags might like this example:

Digit	Tag
1	Supremo Mixer
2	Mix-o-Matic
3	Mixing Master

During a polling session, participants who want to vote for Supremo Mixer can press **1** on their telephone keypads, those who want to vote for Mix-o-Matic can press **2**. As participants vote, Meeting Exchange® 5.1 displays the votes in the **Polling** dialog as shown.

5. Repeat this step for each digit that you want to use and click **Save As**.
6. In the **Save As** dialog, enter a filename for the tag digit list file (up to 8 characters), and click **OK**.

Tip:
When a conference requires many polls, you can assign the tag files sequential names that correspond to the number of the question. For example, the ACME conference might use tag files named ACME1, ACME2 and ACME3.

7. Click **Close** to exit from the **Polling** dialog and then confirm that you want to leave polling.

Conducting Question and Answer (Q&A) sessions

Question and Answer (Q&A) sessions provide an orderly method of letting participants ask questions or make comments during a lecture or large conference. An administrator can configure the bridge to prompt for one or two digits for help (**1** or ***1**) or operator (**0** or ***0**).

During a Q&A, all lines are muted except:

- A participant asking a question
- Moderators

  Moderators can mute and unmute themselves using the ***6** command. A muted moderator retains moderator status and can still use moderator-based touchtone commands.

Note:
Set participant priorities *before* starting a Q&A session and verify that there is at least one moderator line in the conference.

To change the priority of a participant:

1. Click the **Q&A Priority** field of the participant's line in the **Conference Room** window.
2. Select the new priority that you want to assign to the caller, as listed in Table 28.

Table 28: Setting caller priorities in Q&A

Option	To
Top	Place callers at the beginning of the queue, in the order in which they pressed **1** or ***1**. Moderators are placed at the beginning of the caller queue. For more information on setting priorities, see step 1 in the Selecting a Q&A Priority on page 80.
Excluded	Prevent callers from asking questions during a Q&A session and are not shown in the **Q&A** queue. (However, excluded callers can request and receive operator help.)
Normal	Place the caller after **Top** priority participants, in the order in which they pressed **1** or ***1**. (Default)

Note:
If moderators use the **Conference Viewer** application to reorder caller priorities in a conference, do not use **Q&A Priority**. The system will ignore any resetting of priorities through Meeting Exchange® 5.1.

Starting a Q&A session

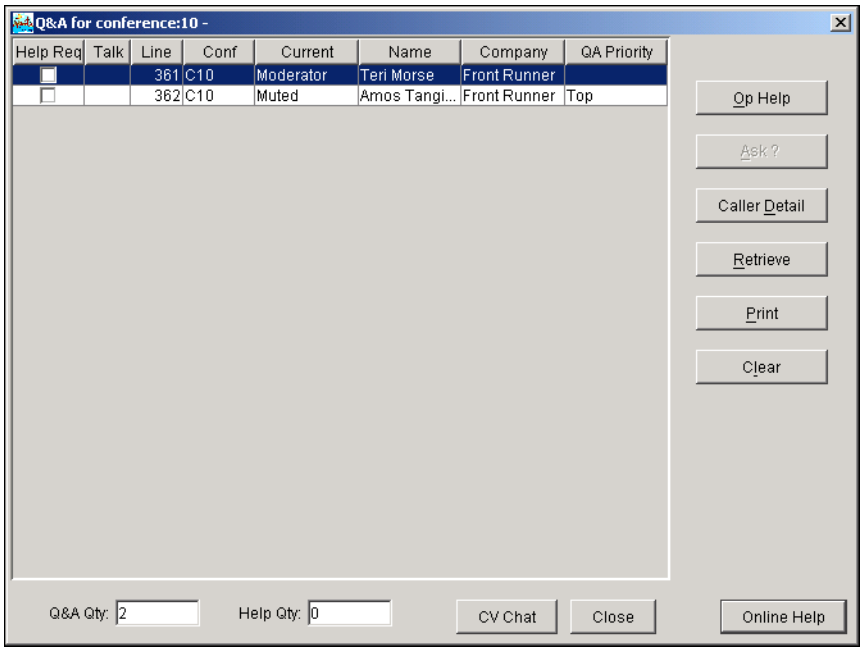
During a Q&A session, a participant who wants to ask a question presses **1** or ***1** on a touchtone telephone. The system then places the participant in the **Q&A** queue but the line remains muted. When an operator selects a line and clicks **Ask?**, the operator allows a participant who has a question to speak to the conference.

Note:
Be sure to set caller priorities before starting a Q&A session. For instructions, see Table 28.

To start a Q&A session:

1. From the **Conference Room** window, click **Q&A**.

   The **Q&A** dialog displays.



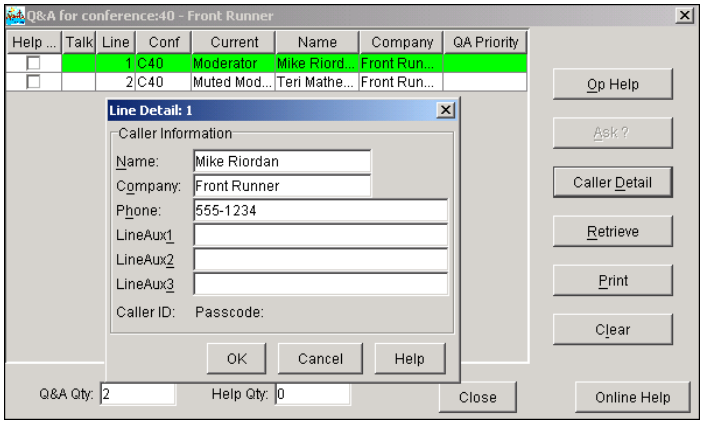
Tip:
When opened, the **Q&A** dialog remains prominent in Meeting Exchange® 5.1 until you click Close; therefore, exit out of Q&A before accessing other dialogues.

2. Select a line and then click **Caller Detail** to see and, if enabled, hear caller information without accessing the line.

Note:
Caller Detail can be heard only if you schedule an unattended conference with the **NRP** set to **OPER**. For more information, see Name Record/ Playback (NRP) and Caller Detail in Table 41.

An abbreviated **Line Detail** dialog displays.

A line modification indicator (green line) displays in the **Conference Room** and **Q&A** windows when an operator clicks **Caller Detail** as shown.



The indicator shows that the operator is viewing or modifying caller information.

3. If **NRP (OPER)** is scheduled for the conference and the caller responded to the name prompt, click:
   - Click **Play** to hear what the caller recorded.
   - The system plays caller information only to the operator. The conference does not hear the recording.
   - Click **StopX** to stop the recording.
4. When finished, click **OK** to close the abbreviated **Line Detail** dialog.
5. In the **Q&A** dialog, select any of the following commands from Table 29.

Table 29: Q&A dialog command buttons

Button	To
Op Help	Select a line and click **Op Help** to speak privately with participants or moderators who press **0** or ***0**. When Users request help, they hear the annunciator message: *Please stand by for Operator help*.
Ask?	Select a line and click **Ask?** when callers press **1** or ***1** to ask a question to the entire conference.
Caller Detail	Select a line and click **Caller Detail** to hear and update caller information without accessing the line.
Retrieve	Retrieve a line that was released back into a conference. The system places the line at the end of the **Q&A** queue.
Print	Display, print, or save Q&A questions or comments. To print comments or questions: 1. Click **Print**. 2. Enter comments up to 76 characters. (Optional) 3. Click **OK**. 4. In the **Q&A Results** dialog, click **Print**.
Clear	Clear all lines from the Q&A queue (except for moderators and participants requesting help).
CV Chat	Start a **Conference Viewer** chat session. For instructions on setting up Bridge Talk to use the Conference Viewer Chat, see Sending messages to operators or moderators using the Conference Viewer on page 142.
Close	End the Q&A session for the conference.

6. When finished, click **Close**.
7. Choose one of the following options to end the Q&A session:
   - **Yes** to stop Q&A after you exit. The system unmutes all participant lines (except for any lines that you explicitly muted) and ends the current Q&A session.
   - **No** to allow Q&A to continue if there are other operators currently running the same Q&A session. If you are the only active operator in the conference, the Q&A session ends.
   - **Cancel** to return to the **Q&A** dialog.

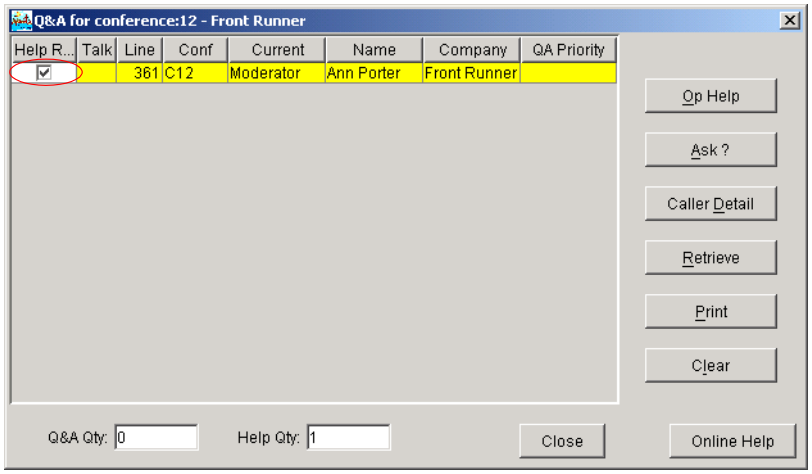
Assisting callers during a Q&A session

You can respond to participants and moderators who ask for help during a Q&A session in three ways:

- Moderator help. For instructions, see the next section, Responding to moderators who request help.
- Participant help. See Responding to participants who request help on page 124.
- Participant questions during conference. See Allowing participants to ask a question on page 125.

Responding to moderators who request help

When a moderator requests help during Q&A, the system displays check mark in the “Help Req” column and highlights the line in yellow.



To speak to a moderator privately:

1. In the **Q&A** dialog, select the line of a moderator.

   The system activates the **Op Help** button.

2. Click **Op Help**.

   The **Operator Help** dialog displays as shown in Figure 4.

Figure 4: Operator help dialog box

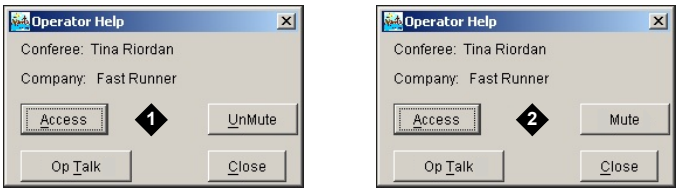


Figure notes:

1. **Muted Moderator line**
2. **Moderator line**

3. Choose any of the moderator help options listed in Table 30.

Table 30: Moderator help request options during Q&A

Click	Description
Access/ Release	Choose one of the following: • **Access**. To access the line so you can speak privately with the moderator. The system deactivates the **Mute** button and turns on the operator's audio path. • **Release**. To release the line back into the conference. **Tip:** You can toggle **Mute** on or off for the line or toggle your talk path on or off.
Mute/Unmute	To mute or unmute a moderator. This button only displays when the line is a moderator.
Op Talk	To toggle your talk path on or off. **Note:** Click **Op Talk** to ensure that all participants can hear your comments. Check to see if your talk path indicator is on or off in the Operator status bar.

4. Click **Close** when finished.

Responding to participants who request help

If a participant requests help, the system displays a check mark in the **Help Req** column and highlights the line in yellow.

To speak to a participant who requests help:

1. In the **Q&A** dialog, select the line of a participant who requests help.

   The system activates the **Op Help** button.

2. Click **Op Help**.

3. In the **Operator Help** dialog, choose any of the help options shown in Table 31.

Table 31: Participant help request options during Q&A

Click	Description
Access/ Release	Choose one of the following: • **Access**. To access the line so you can speak privately with the participant. • **Release**. To release the line back into the conference and
Op Talk	To toggle your talk path on or off. **Note:** Only the participant can hear your comments. Check to see if your talk path indicator is on or off in the **Operator** status bar.

4. Click Close when finished.

Allowing participants to ask a question

To allow participants to pose a question to the conference:

1. In the **Q&A** dialog, select the line of a participant who wants to ask a question.

   The system activates the **Ask?** button.

2. Click **Ask?**.

   The **Ask?** dialog displays and Meeting Exchange® 5.1 unmutes the line so the participant can ask a question to the conference.

3. If a participant presses **1**/***1** and **0**/***0** to ask a question and get help regardless of the order, do the following:

Note:
When Users request help, they hear the annunciator message: *Please stand by for Operator help*.

   a. Select the line.

   b. Respond to the help request.

   c. Before releasing the line, remind the participant to press **1**/***1** again so the system can place the line back in the **Q&A** queue.

4. In the Ask? dialog, choose any of the following options listed in Table 32.

Table 32: Participant Ask? options during Q&A

Click	Description
Op Talk	To toggle your talk path on or off.
Release	To return the participant to the conference and mute the line again.
Resume	To return the participant to the end of the **Q&A** queue and mute the line again. **Tip:** Click **Resume** if the participant wants to ask another question or if you inadvertently selected the wrong line.

Chapter 8: Transferring Calls

This chapter provides instructions on:

- Overview of the transfer process
- Transferring one or more participants
- Transferring a conference to a new conference room
- Transferring a dedicated link line

Overview of the transfer process

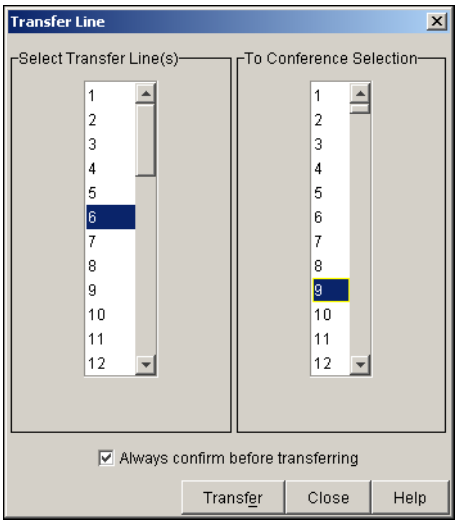
Use the transfer feature when:

- Transferring one or more participants
- Transferring a conference to a new conference room

Note:
You can transfer a link line into conferences to join one or more active conferences running on different bridges. For instructions on transferring link lines, see Transferring a dedicated link line on page 131.

Transferring one or more participants

You can transfer some of the participants in a conference to another conference. For example, participants in a large conference may want to break into small groups.



To move all participants from one conference to another:

1. From the menu bar, choose **Line** > **Transfer Line**.
2. Under **Select Transfer Line(s)**, select the lines that you want to transfer.
3. Under **To Conference Selection**, choose the conference destination.
4. Click **Transfer**.

   If you select **Always Confirm before transferring**, Meeting Exchange® 5.1 displays an “Are you sure?” message before allowing you to transfer lines using the menu bar or tool bar.

Note:
If you transfer participants to another conference room, all lines with a Conference prompt set inherit the language of the new conference room. Lines with a preselected prompt set via the call branding table do not inherit the language of the new conference room.

Undo Last Line Transfer

Undo Last Line Transfer allows you to revoke the last transfer done with the Line Transfer command. All lines that were transferred as a group via Line Transfer are returned to their original conference with the the Undo Line Transfer command. Only the operator who performed the original line transfer can use the Undo Last Line Transfer command. To undo a line transfer:

1. From the menu bar choose **Line** > **Undo Last Line Transfer.**
2. If you still have the transfer dialog open, select the **Undo** button.

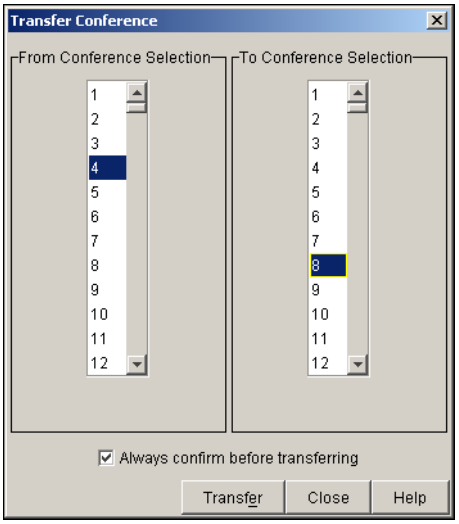
When you initiate the Undo command, a confirmation dialog lists the original destination conference for the last lines transferred and which lines will be and will not be transferred back to their original conference.

Note:
The Undo Line Transfer feature does not work for lines transferred via the Line Detail dialog box or for transferred link lines.

Note:
Undo LineTransfer is available only to the operator who originally transferred the lines.

Transferring a conference to a new conference room

You can transfer an entire conference to another conference room. For example, participants in one conference may want to join another conference.



To move all participants from one conference to another:

1. From the menu bar, choose **Conference** > **Transfer**.
2. Under **From Conference Selection**, select the conference that you want to transfer.
3. Under **To Conference Selection**, select the number for the targeted conference.
4. Click **Transfer**.

   If you select **Always Confirm before transferring**, Bridge Talk displays an “Are you sure?” message before allowing you to transfer lines using the menu bar or tool bar.

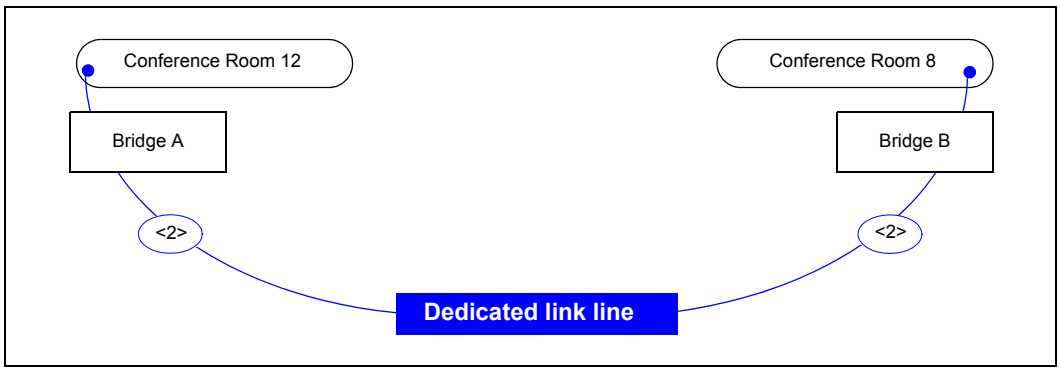
Tip:

If there is only one moderator in a conference and moderator hangup is enabled, transfer the moderator line last (or contact the moderator to disable **Moderator Hang up** prior to transferring the conference) to prevent the system from disconnecting lines after the moderator is transferred.

Transferring a dedicated link line

Operators working on different bridges can add a dedicated link line between conferences to link the two conferences together. Specifically, both operators transfer the same numbered link into the respective conferences.

As shown in the following example, the operator on bridge <A> transfers a link line into Conference 12. Operator on bridge <B> transfers the link line into Conference 8 using the same procedure and link line number. The two conferences on the two systems are now combined into one conference.



To transfer a dedicated link line:

1. From the main tool bar, click **Transfer**.
2. From the **Transfer** submenu tool bar, click **Link Lines**.
3. In the prompt area, enter a link line number from 1-48, (for example, 2), a space, and the conference room number.

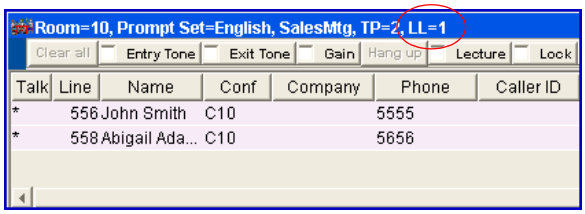
   The operator on Bridge A in the example would enter: `2 12`.

   The operator on Bridge B would enter: `2 8`.
4. Press **Enter**.

Note:
You will not see an increase in the number of lines for the conference because the system uses non-revenue channels to set up link lines. However, Bridge Talk displays a **LL=<x>** status in the conference room title bar when the link is successfully transferred into the conference room. See Figure 5.

Tip:
Use the same number for the link line on both bridges to avoid accidentally placing the wrong link into a conference. For example, Link Line 1 on Bridge A should connect to Link Line 1 on Bridge B.

Figure 5: Dedicated link line



Chapter 9: Assisting an Active Conference

This chapter includes the following:

- Managing active conferences
- Conducting a participant search
- About subconferences

Managing active conferences

You can manage a conference that is in progress by responding to help requests, modifying conference or participant information, listening to or speaking to conferences, sending messages to other operators, or adding notes about the conference.

Responding to help requests

During a conference, participants can request operator help by pressing **0** or ***0** on their telephones. The system places the participant's line in the **Help Requests** queue.

To access the line to assist a participant who requests help:

1. Choose one of the following:

Click	Location	To access
	Help Requests queue	The next participant who requests help. **Note:** You cannot use the Get Next Help button if you are currently accessing another line or if you have not yet established an audio path.
	Main tool bar	A specific participant who requests help. Type in the line number of the participant and press **Enter**.

Meeting Exchange® 5.1 displays the **Line Detail** dialog for the participant.

2. After speaking with the participant, click **Release** to return the participant to the conference.

Note:
If a muted moderator or muted participant requests help, Meeting Exchange® 5.1 lets you speak privately with the requester (even if the system is set to conference-wide help).

Additional information on providing help

Depending on the system configuration, you can use one of the methods of providing help described in Table 33.

Table 33: Individual and conference-wide help

Type	Description
Individual help	Bridge Talk displays the **Line Detail** dialog when you access a participant's line in the **Help Requests** queue. The system temporarily removes the participant from the conference so that you can speak privately without disrupting the conference. If enabled, entry tones will play after you release the line back into the conference.
Conference-wide help	Bridge Talk displays the **Conference Detail** dialog when you access a conference in the **Help Requests** queue. The system lets you enter the conference and speak to all of the participants. **Note:** The system cannot provide conference-wide help to a secured conference. *Providing conference-wide help in secured flex conferences* When a participant requests conference-wide help during a secured flex conference, the system places the line in the **Help Requests** queue as individual help. When the leader requests conference-wide help, the system plays a "Conference is locked, press **1** to unlock your conference." message to the leader. The leader has two choices: • If the leader presses **1**, the system unlocks the conference and places the conference in the **Help Requests** queue. • If the leader presses star (*****), the system cancels conference-wide help and the secured conference continues. When a leader tries to secure a flex conference that is in the Help Requests queue, the system plays a "Your conference is in the help queue, press **1** to lock your conference." message. The leader has two choices: • If the leader presses **1**, the system removes the conference from the **Help Requests** queue and locks the conference. • If the leader presses star (*****), the conference remains in the **Help Requests** queue.

Viewing Conference Details

From the **Conference Navigator**, you can view or modify conference details by accessing the **Conference Detail dialog**. In addition, you can view but not edit the **Global ID**, **Billing Code**, **Mute All,** or **Cross-reference** data displayed at the top of the dialog. Table 34 describes the functions for each of these fields:

Table 34: Viewable Conference Details

Feature	Description
Global ID (optional)	The ID assigned to a conference active across multiple conferencing servers.
Billing Code (optional)	Entered by moderator upon conference entry.
Mute All (OFF/ON))	A moderator mutes all other lines, including other moderators, via a DTMF command. Muted callers can unmute their individual lines.
Cross Reference	A unique number assigned to each conference instance based on room number, date, and the time the conference started.

Modifying conference information using Conference Details

To view the **Conference Detail dialog**:

1. In **Conference Navigator**, click on a conference. Right click and choose **Conference > Details**.

   Alternately choose **Conference** > **Details from the menu bar.**

   The **Conference Detail dialog** displays as shown.

Figure 6: Conference Detail dialog

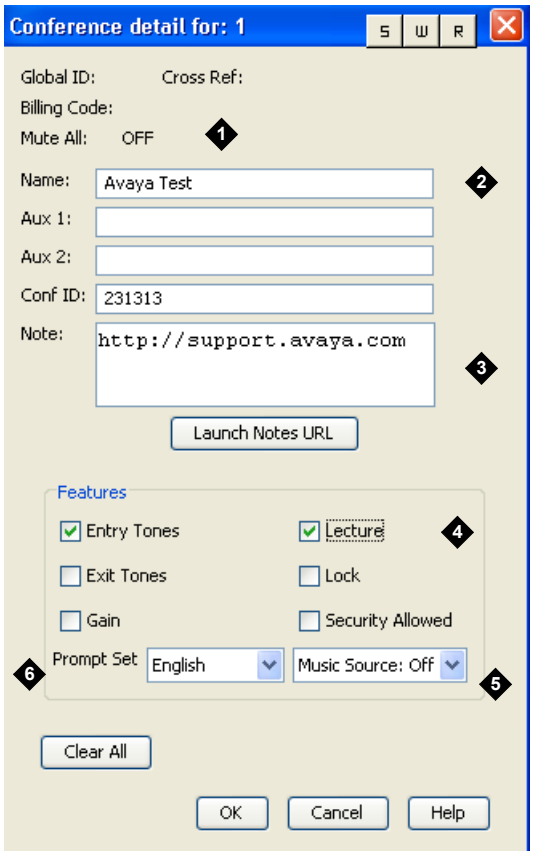


Figure notes:

1. **Mute All Indicator**
2. **Name, Aux1, Aux2, Aux3, and Conf ID**
3. **Notes**
4. **Conference features**
5. **Prompt set**
6. **Music source**

2. If conference data from a previous conference displays, click **Clear All** to clear the fields.
3. Enter up to 60 optional characters in the Name, Aux1, Aux2, Aux3, and Conf ID fields.
4. Under **Features**, select the options that you want for your conference, such as a music channel.
5. From the **Prompt Set** box, select a language for the conference.

Note:
Unless changed, the prompt set is linked to the conference room for the duration of the conference.

6. In the **Notes** box, enter text and an optional hypertext link (up to 60 characters) as shown in Figure 6. For example, enter, "Use the questionnaire found at `http://www.avaya.com` before placing the caller into the Front Runner conference."

   Note:
   If there is more than one hypertext link in the **Notes** box, Bridge Talk launches the first found URL.

   Tip:
   Click **Launch URL** to test a defined link before clicking **OK** in the **Conference Detail** dialog. Once defined, the **Launch URL** button can be used at any time to launch a browser for the URL.

7. When finished, click **OK to** save your changes.

Conducting a participant search

Operators can search through all currently running conferences on the system for a specific active line. By entering the name in the **Find Line** dialog shown in Figure 7, operators can quickly locate and view the **Line Detail** dialog for that line or similar named lines.

To search for a participant line:

1. Choose **Line > Find** from the menu bar.
2. In the **Find Line** dialog, enter the name of a participant line in the **Search For** box.

Tip:
Enter a partial name to search for lines, for example, Kath, which will return all lines that include the names Kathleen, Kathy, Katherine, or Kathryn.

Figure 7: The Find Line dialog

3. Click **Find**.
4. When one or more lines appear in the **Find Conference** list, select the desired line.
5. Choose one of the following options:
   - Click **Line Details** to view the **Line Detail** dialog. Note that the line is NOT accessed. From this dialog. You can modify line information and then transfer, access, hang up, or fault the line.

     Follow these steps to transfer a line:

     a. Enter a new conference room number in the **Conference** field.

     b. Click **Place/Transfer**.

     The Line Detail dialog closes.
   - Clear search results using this procedure:

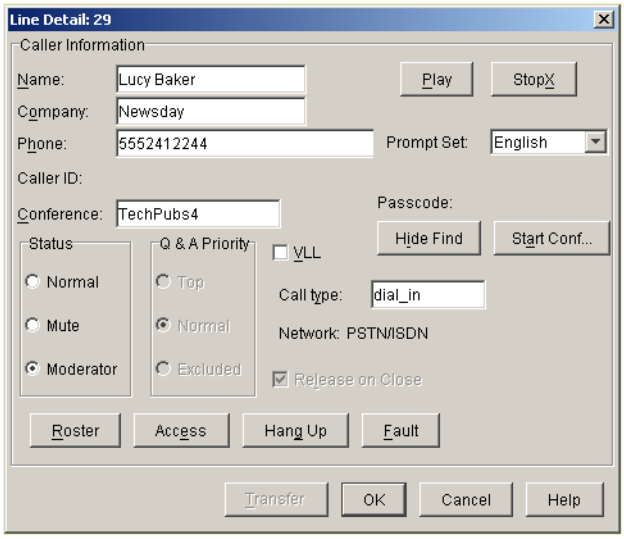
     a. Delete text in **Search For** box.

     b. Click **Find**.
6. When finished searching, click **Close.**

Modifying participant information

To modify participant information during a conference without accessing the line:

1. From the **Conference Room** window, select a participant's line.
2. Right-click and choose **Details**.



Tip:
A line modification indicator (green line) displays in the **Conference Room** window when an operator is viewing or modifying caller information. However, the indicator will not prevent other operators from accessing or modifying the same line.

3. Change settings for the line as required. Click **OK.**

Tip:
If NRP (OPER) is scheduled for the conference and the caller responded to the name prompt, click:

Play to hear what the caller recorded.

StopX to stop the recording.

Listening to (auditing) a conference

You can use audit to listen in on a conference or speak to an entire conference.

To audit a conference:

1. Choose **Conference > Audit** from the menu bar.
2. Enter the conference number and click **OK**.

Tip:
To use the listen and scan features to audit individual lines or entire conferences for audio quality, see Chapter 10: Using the Listening Commands on page 147.

Speaking to the entire conference

To speak to all the participants in a conference:

1. Select the conference from the **Conference Navigator**.
2. Turn on your Operator talk path by choosing one of the following:
   - From the keyboard, press **Alt+Spacebar**.
   - From the menu bar, choose **Line > Operator Talk**.

Sending messages to other operators using Chat

You can send messages to another operator or to all other operators. The chat messages appear at the lower portion of the **Conference Navigator** window. Chat text writes to the operator transaction logs.

To send a message:

1. From the menu bar, click **Tools** > **Chat.**
2. In the **Send to Selection** field of the **Chat Message** dialog, choose one of these options:

Option	To send a message to
Operator	A specific operator. Enter the operator number in the **Operator Number** field.
Global	All operators.

3. Enter a message of up to 60 characters in the **Message Entry** field and click **Send**.

   Bridge Talk displays the message in the **Chat** window.

For information on system messages, see System Message and Chat area on page 35.

Sending messages to operators or moderators using the Conference Viewer

Use the Conference Viewer, an optional Web-based application, to send chat messages to operators or moderators from the **Conference Room** or **Q&A** window.

Note:
Make sure that you are not running a pop-up blocking application.

To launch the Conference Viewer:

1. Open the .xml file in the Bridge Talk installation directory.
2. Highlight `CVServerPath` to place it in edit mode.
3. Replace `http://YourServerNameHere` with IP address of the Conference Viewer server.

Tip:
See your system administrator if you do not know the IP address.

4. Save and close the .xml file. Bridge Talk closes and reopens automatically.
5. In the **Conference Room** or **Q&A** window, click **CV Chat**.
6. In the **CV Chat** dialog, enter your message and click **Send**.

   The **CV Chat** dialog displays your message in black text.

Adding a note to a conference report

If you want to make notes during a conference, you can enter a text message of up to 60 characters. This note displays in the **Conference Detail** dialog and in conference reports.

To add a note during the conference:

1. From the **Conference Navigator**, select a conference.
2. Click the right mouse button and select **Details**.
3. In the **Conference Detail dialog**, enter the text, and click **OK**.

About subconferences

Subconferences are small, private conferences that take place during an unattended or flex conference.

Please note the following:

- Only moderators can secure subconferences.
- Moderators can move from one secured subconference to another.
- A conference can have up to nine subconferences. However, callers in one subconference cannot start a new subconference.
- Callers can move between subconferences by pressing ***93** (or **93** for flex call flow) followed by a number from **1** to **9**.
- Callers can return to the main conference by pressing ***93** (or **93**) followed by **0**.
- Moderators can return all participants in all subconferences to the main conference by pressing ***93** (or **93**) followed by **#**.
- The subconference ends when the last moderator or participant presses ***93** (or **93**), plus a number that is not the current subconference number.
- Meeting Exchange® 5.1 carries over a line status from the main conference to a subconference.

  For example, if the operator mutes a line entering a subconference, the line remains muted. However, if a participant mutes his/her own line before entering a subconference; the participant can unmute the line manually.
- Subconferences can inherit many of the main conference features, as listed in Table 35.

How tracks subconference activity

The system identifies a subconference by the same cross-reference number as that in the main conference. Meeting Exchange® 5.1 tracks lines that join subconferences or rejoin main conferences as transferred lines.

Note:
The system displays subconference data in conference reports, such as Conference Activity, Conference Status, CDRs, and CODRs.

Starting or joining subconferences

If configured on the system, a participant or moderator can start or join up to nine unattended subconferences at any time by entering ***93** (or **93** for flex call flow) followed by a number from **1** to **9**.

Note:
Administrators can enable or disable subconferences as a bridge-wide setting. Check with the system administrator to find out how this feature is configured on your system.

For more information, see:

- Table 35 to view subconference touchtone commands.
- Table 36 to browse inherited subconference features.
- Table 37 to view optional subconference features.

Callers can use touchtone commands to start or join subconferences as described in Table 35.

Table 35: Subconference touchtone commands

Press	To	Description
* 9 3 <x> 0 * #	Start or join a subconference	After pressing ***93** (or **93**) from a telephone keypad, callers can: • Press a subconference number from **1** to **9**, for example, ***937**. **Note:** If the caller presses the current subconference number, the system ignores the command. • Press **0** to return to the main conference. • Press * to escape. • Moderators can press **#** to move all participants in all subconferences back to the main conference (after the system plays a warning message).

For a detailed list of keypad commands for different call flows, see *Meeting Exchange 5.1 Administration and Maintenance Guide for the CS700/780 Servers* or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Subconferences may include preset main conference features listed in Table 36.

Table 36: Inherited subconference features

Main conference feature	Effect on subconference
Moderator Hang Up	If **Moderator Hang Up** is turned on from the bridge, the last moderator can end a subconference by pressing ***930** (or **930**) to return to the main conference. However, a main conference and its subconferences can share moderators so that the main conference does not end.
Billing Code prompt	If **Billing Code** is turned on from the bridge, a moderator in a subconference can view the current billing code of the main conference.
Entry Tones/Exit Tones	If **Entry Tones**/**Exit Tones** are turned on from the bridge, the system plays an entry tone when a participant re-enters the main conference but not when a participant leaves the main conference to enter a subconference.
Auto Extend Duration	If **Auto Extend Duration** is turned on from the bridge, Meeting Exchange® 5.1 extends the main conference and the subconference.
Auto Extend Ports	If **Auto Extend Ports** is turned on from the bridge, new participants must join the main conference first, then they can press ***93** or **93** (followed by a subconference number from **1** to **9**) to join a subconference.

Subconferences may also include optional conference features described in Table 37.

Table 37: Optional subconference features

Feature	Effect in main conference	Effect in subconference
Roll call	If Name Record/Playback (NRP) is selected in the reservation, the system plays a roll call and participant count only. If NRP is not chosen, the system plays a participant count only. **Note:** Main conference roll calls do not affect subconferences.	If NRP is selected, the system plays a roll call and participant count only. If NRP is not chosen, the system plays a participant count only. **Note:** subconference roll calls do not affect the main conference.

1 of 2

Table 37: Optional subconference features (continued)

Feature	Effect in main conference	Effect in subconference
Q&A	Meeting Exchange® 5.1 amends the Q**&A** queue when a line presses *1 or 1 from the main conference.	If a participant in a subconference presses ***1** and then ***930** or **930**), the system returns the line to the main conference and adds the line to the **Q&A** queue.
Security	To rejoin a secured main conference: If a participant tries to rejoin the main conference, the system plays a “The main conference is secured.” message. The system then finds the first moderator in the main conference (or any of the subconferences) and plays “The main conference is secured. A participant is trying to enter. Press **1** to unlock your conference.”. ● If the moderator presses **1**, the system unlocks the main conference. The participant hears “Return to main conference is now allowed.” ● If the moderator presses star (*), the system plays “Conference cannot be unlocked” to the participant trying to enter the conference.	To join a different subconference: *Participants*. The system plays a “Subconference <x> is secured, moderator has been notified.” message. The system then finds the first moderator in the main conference (or any of the subconferences) and plays “Subconference <x> is secured, a participant of another conference is trying to enter this subconference.” ● If the moderator presses **1**, the system unlocks subconference <x>. The participant hears “Entry to subconference <x> is now allowed.” ● If the moderator presses star (*), the system plays “Sorry, subconference <x> cannot be unlocked” to the participant. *Moderators*. Moderators can move from one secured conference to another. If the last (or only) moderator leaves a secured subconference, participants can continue the secured meeting until the last participant hangs up or returns to the main conference.

2 of 2

Chapter 10: Using the Listening Commands

This chapter describes the following:

- Overview of listening
- Scanning conferences
- Applying gain to a conference
- Faulting a line
- Adding an audio prompt

Overview of listening

The listening commands let you assess the audio quality of participant lines in a conference without disturbing the conference. In addition, you can mute or fault disruptive lines. However, you cannot listen to lines in a secured conference. If you specify a range of lines in secured conferences, the system plays music for these lines.

Unlike the **Access Line** command, participants are unaware that you are listening on the lines.

Tip:
It is good practice to listen to lines in the **Hold** conference before you place them in active conferences to ensure that only quality audio lines are used.

To listen to one or more lines in a conference:

1. From the menu bar, click **Line > Listen**.
2. Choose one of the following options:

Option	Description
Line	To listen to a specific line or range of lines.
Aux	To listen to an auxiliary channel, such as a music channel or link line.

In addition, you can optimize audio quality using any of these options:

Option	Description
Scan	Choose **Conference > Scan** from the menu bar to determine the sound quality in each individual conference.
Gain	Right-click on the conference in the **Conference Navigator** and select **Gain** in the **Conference Detail dialog** to equalize the voice levels.
Fault	Right-click on the line and select **Fault** in the **Line Details** dialog to take noisy or non-functioning lines temporarily out of service (off hook) to prevent other participants from calling in on those lines.

Additional information on listening commands

Here are some important reminders:

- You cannot hang up or mute auxiliary or operator lines. If an operator line is noisy, immediately send an explanatory message to that operator.

- When listening to a line, you may faintly hear parts of the conference. This is a limitation of the standard two-wire telephone that most people use and is not an indication of noise.
- You can listen to a line that is muted. (If you attempt to mute a line that is already muted, you will actually unmute the line.)
- If you do mute a noisy listen line, you should follow up by accessing the line and informing the participant. If the problem is the line itself, you can ask the participant to call in on another line. You can also fault the suspect line to prevent other participants from calling in on that line. It is important to determine the cause of the noise. Many calls originate from cell phones where there is background noise due to the caller's location. In such a case, ask the caller to mute their line unless they need to speak into the conference.
- If the participant on the line you are currently listening to leaves the conference, you continue hearing that line, with no display update, until you select **Next Line** or **Previous Line**.

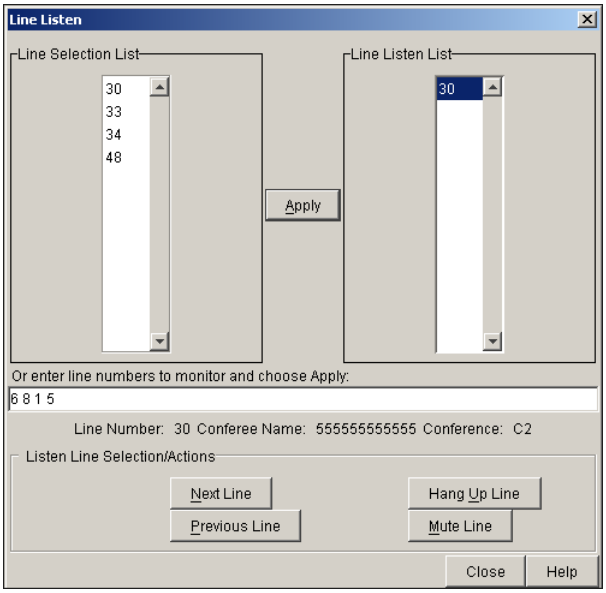
Listening to specific lines

The listen option lets you listen to a specific line or a range of lines.

To listen to a specific line or a range of lines:

1. Choose **Line > Listen > Listen Line** from the menu bar.
2. Under **Line Selection List** in the **Line Listen** dialog, choose one of these options:
   - Select a single line that you want to listen in on.
   - Enter a range of sequential line numbers, for example, **3-12**.

- Enter non-sequential line numbers separated by a single space, such as, **6 8 1 5**.



3. Click **Apply**.
4. Under **Listen Line Selection/Actions**, choose one of the following options:

Option	Description
Next Line	Lets you listen to the next line.
Previous Line	Lets you listen to the previous line.
Hang Up Line	Use the hang up command only when absolutely necessary. You cannot warn a participant that you are about to hang up the line when you are in listening mode.
Mute Line	Mutes the line.

5. Click **Close** when finished.

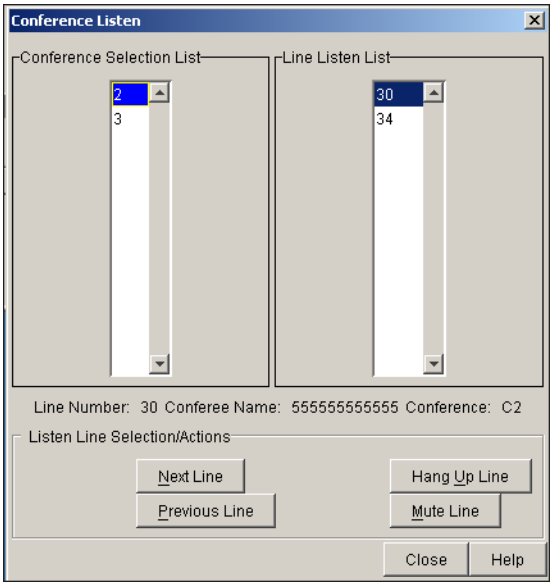
Listening to all lines in a conference

Using Conference Listen, you can listen sequentially to each line (including muted) in an active conference so that you can detect any noisy or defective lines. This way you can alert an operator or participant who may be unaware of the audio problem.

To listen sequentially to each line in the conference:

1. Choose **Conference > Listen Line** from the menu bar.

2. Under **Conference Selection List** in the **Conference Listen** dialog, select a conference as shown.



3. Under **Line Listen List**, select a line in the conference.
4. Under **Listen Line Selection/Actions**, choose one of the following options listed in Table 38.

Table 38: Listen Line options

Option	Description
Next Line	Lets you listen to the next line.
Previous Line	Lets you listen to the previous line.
Hang Up Line	Use the hang up command only when absolutely necessary. You cannot warn a participant that you are about to hang up the line when you are in listening mode.
Mute Line	Mutes the line.

5. Click **Close** when finished.

Listening to an auxiliary channel

Listen to an auxiliary channel to debug and troubleshoot a music channel or a link line.

To listen to an auxiliary channel:

1. Choose **Line > Listen > Listen Aux** from the menu bar.
2. Under **Channel** type in the **Listen Auxiliary Channels** dialog, select one of these options:

Option	To listen to
OPERATOR	Operator channels
MUSIC	Music channels
LINKCHAN	Link channels
RPCHAN	Analog Record/Playback channels

3. Click **Next Line** or **Previous Line** to navigate up or down in the **Channel Selection** box.
4. Click **Close** when finished.

Tip:
If you detect noise on an auxiliary (Aux) line, you should remove the line from the conference. To remove a link line, see Removing a dedicated link line from a conference on page 60.

Scanning conferences

You can scan all conferences (except secured) on the entire bridge for a specified time interval (1-59 seconds). Bridge Talk displays a message that you are in scan mode, and the **Conference Scan** dialog displays the conference room number to which you are listening.

Tip:
Use scan to quickly determine the sound quality in each individual conference.

To scan conferences:

1. From the menu bar, choose **Conference > Scan**.
2. In the **Conference Scan** dialog, select the conferences that you want to scan.
3. Click **Apply**.
4. The selected conferences are listed under **Conference Listen** List.
5. Select the number of seconds that you want to scan and click **Set**.
6. Click **OK** in the **Scan Time** dialog.

7. Click **Start Scan**.

-Or-

- From the main tool bar:

  Click **Options** > **Scan**

  Follow steps 2-7 in the menu bar procedure.

To stop the scan operation, press any key.

Scanning multiple conferences

Follow this Windows-based procedure to listen to multiple conferences:

1. Press **Ctrl** or **Shift** on your keyboard.
2. Click on several conferences in the **Conference Selection** list of the **Scan** dialog and click **Apply**.

Specifying a scanning interval

The scan interval is the length of time that you listen to each conference before moving to the next conference.

To set or modify the scan time interval:

1. From the main tool bar, click **Set**.
2. From the **Set** submenu toolbar, click **Scan**.
3. In the prompt area, enter the scan interval, and press **Enter**.

Tip:
You can enter any scan interval value from 1 to 59 seconds.

Applying gain to a conference

You can apply gain to a conference to equalize the voice levels in a conference.

To apply gain to a conference:

1. From the **Conference Navigator**, right click on a conference.
2. Click **Gain** from the **Conference Detail** window.

Additional information about gain

Here is an important reminder:

Your system may be configured to allow callers to apply gain by pressing ***4** or **4** on their telephones. To determine if this is available on your system, ask your administrator.

Faulting a line

Fault a line when you want to take a line out of service (off hook). For example, you can fault a noisy line to prevent other participants from using that line. A faulted line is *not* the same as an "out of service" line, which is absolutely unusable and cannot be made available by the operator.

Choose one of the following methods to fault or unfault lines:

- To fault a single line:
  1. From the **Conference Room** window, right-click on the line, and select **Details**.
  2. In the **Line Details** dialog, click **Fault**, and click **OK**.
- To restore a single line:
  1. Choose **Line > Details** from the menu bar.
  2. In the **Line Detail** dialog, enter the line number and click **OK**.
  3. In the **Line Detail** dialog, click **Fault**.

     The system restores the line.
- To fault a range of lines:
  1. From the main tool bar, choose **Line**.
  2. Select **Fault** and choose one of these options:
     - Enter a range of sequential line numbers, for example, **3-12**.
     - Enter non-sequential line numbers separated by a single space, such as, **6 8 1 5**.
  3. Press **Enter**.
- To restore a range of lines, repeat steps 1-3 in the previous procedure.

Note:
The **Fault** option toggles on or off.

Additional information on faulting a line

Here are some important reminders:

- You cannot access or hang up a faulted line. To perform any function on a line that has been faulted, first unfault the line.
- Calls coming in on faulted lines receive a busy signal or a ring-no-answer (RNA) depending on your system's configuration.

Adding an audio prompt

The Continuous Beep (audio) prompt warns you that:

- Participants are in the **Enter** or **Pending** queues (not only on arrival)
- Participants are in the **Help Requests** queue
- Lines are in **Disconnect Mode** (DC)

When enabled on the bridge, you can select **Continuous Beep** from the **Tools** item on the menu bar. If this feature is unavailable, contact your system administrator.

For more information on the continuous beep option, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Chapter 11: Performing Post-Conference Tasks

This chapter discusses the following topics:

- Overview of post-conference tasks
- Working with status information and reports

Overview of post-conference tasks

Clearing all system information and conference features prevents overbilling and makes cleared lines available. After a conference ends, you can free up system resources by:

- Hanging up lines
- Hanging up a conference
- Clearing conference information
- Deleting expired reservations

Hanging up lines

You can hang up one or more specified lines.

To hang up one or more lines:

1. Click **Line** on the main tool bar.
2. In the **Line** submenu tool bar, click **Hangup**.
3. Enter the line number in the text box and press **Enter**.

To hang up sequential lines:

1. Click **Line** on the main tool bar.
2. In the **Line** submenu tool bar, click **Hangup**.
3. Enter a range of line numbers, for example, **3-12** in the text box.
4. Press **Enter**.

To hang up non-sequential lines:

1. Click **Line** on the main tool bar.
2. In the **Line** submenu tool bar, click **Hangup**.
3. Enter line numbers separated by a single space, such as, **6 8 1 5**.
4. Press **Enter**.

Hanging up a conference

Use Hang up when you want to simultaneously disconnect all lines that are connected to a conference.

Choose one of the following methods to hang up a conference:

- From the menu bar, choose **Conference > Hang up**.

  -Or-

- From the main tool bar:

  a. Click **Conference**.

  b. From the **Conference** submenu tool bar, click **Hang up**.

  c. In the prompt area, enter the number of the conference that you want to hang up.

  d. Click **Yes** in the **Confirmation** dialog to hang up the conference.

Clearing conference information

You can prepare a conference room for the next conference by:

- Clearing call counts
- Clearing disconnected lines
- Clearing minutes-per-conference statistics
- Clearing total time statistics

Clearing call counts

To clear the call counts to reset the accumulated calls for each line to zero:

1. Click **Purge** from the main tool bar.
2. From the **Purge** submenu tool bar, click **Call Counts**.

Clearing disconnected lines

Disconnect mode is essential for freeing up disconnecting lines immediately for new calls. This mode is primarily used for attended conferences where operators continually monitor bridge activity. By contrast, disconnect is rarely used for unattended conferences, where there are no operators to purge the disconnects.

To clear disconnected lines:

1. Click **Purge** from the main tool bar.
2. From the **Purge** submenu tool bar, click **Disconnect**.
3. In the **Purge Disconnects <conf/'A'>** prompt area, enter a conference number (or type **a** to purge all disconnected lines in all conferences).
4. Press **Enter**.

Tip:
Use this procedure only on systems with **Disconnect** enabled.

Clearing minutes-per-conference statistics

Clearing the minutes-per-conference statistics resets the total minutes for a conference to zero. Since the system starts tracking conference minutes as soon as the first person joins the conference, the tracked minutes may not match the actual conference minutes and may lead to overbilling.

Tip:
To prevent overbilling, run **Purge Mins/conf** when the moderator officially begins the conference. The system resets the conference minutes to zero, and the Conference Report and CDRs reflect the actual conference minutes.

To reset the total minutes for a conference to zero:

1. Click **Purge** from the main tool bar.
2. From the **Purge** submenu tool bar, click **Minutes per Conference**.
3. In the prompt area, enter the number of one or more conferences.
4. Press **Enter**.

Note:
You do not need to run this procedure for completed conferences if your system uses **Automatic Conference Clear** or if you run `Conference Clear_all` for completed conferences.

Clearing total time statistics

You can clear the total time statistics to reset all line times on the system to zero.

To reset the total time statistics for a conference to zero:

1. Click **Purge** from the main tool bar.
2. From the **Purge** submenu tool bar, click **Total times**.

Clearing all features from a conference

You can clear all features from a conference that has ended using the **Clear All** command:

Choose one of the following methods to clear all features from a conference:

- From the **Conference Room** window, click the **Clear All** button.

  -Or-

- From the **Conference Navigator**, select a conference. Right-click and choose **Details** from the submenu.

Tip:
To clear the features from more than one conference, enter the conference numbers in the prompt area.

Additional information about clearing all features

Here are some important reminders:

- If your system uses **Automatic Conference Clear**, you do not need to clear the features manually. The bridge automatically clears the conference room when all participants disconnect.
- If you attempt to use **Clear All** for a conference that has not ended (that is, a conference in which one or more of the participants are still connected), Bridge Talk displays an error message.

Deleting expired reservations

The conferencing server automatically purges expired conferences based on the configuration setting in Administrator Menu > Configure Scheduler. It is recommended that the purge command not be run from Bridge Talk.

Deleting reservation

To delete reservations from the Scheduler, choose **Modify Conference > Delete Conference.**

Enter the search criteria needed to locate the desired reservation.

1. Choose one of the following:
   - To delete the scheduling record, click **Delete**. The bridge deletes the record, and Meeting Exchange® 5.1 displays the next record that meets your criteria.
   - To display (not delete) the next record that meets your criteria, click **Next**.
   - To return to the Conference Scheduler, click **Cancel**.

Working with status information and reports

This section includes instructions on:

- Types of reports
- Printing or viewing a conference status report
- Printing or viewing a conference status report

Types of reports

Meeting Exchange® 5.1 generates the following reports listed in Table 39.

Table 39: Report types

Report	Description
ACS	Shows what lines are set as **Automatic Conference Select** (ACS).
Answer	Displays the lines that are set to **Answer** or **No Answer**.
Call Counts	Shows the number of calls dialed on each line. **Note:** The bridge records the total number of calls per line. The number is reset when you purge call counts (or when an administrator reboots or restarts bridge).
Line Connect Times	Displays the number of minutes each line was active. **Note:** Each time a new caller uses a line, the bridge resets the line connect time to zero (0), and restarts the count.

1 of 2

Table 39: Report types (continued)

Report	Description
Conference Minutes	Lists the total number of minutes for an active conference.
Operator Status	Displays information on operators; specifically which operators are logged in, what conferences they are in, and whether their talk path is on or off.
Total Line Times	Shows the accumulated minutes total for each line as well as the system time total. **Note:** The bridge increments this value for every minute that a line is in use. The number is reset when you purge total line times (or when an administrator reboots or restarts bridge).
Conference Status	Lists the participant lines as well as enabled and disabled features selected for the conference. In addition, this report includes Global Conference IDs, Billing codes, Auxiliary fields, and Cross-reference IDs.
Conference Activity	Displays enabled and disabled features selected for the conference. In addition, this report lists Global Conference IDs, Billing codes, Auxiliary fields, Cross-reference IDs, and all participants who were in the conference including their start and end times.
Past Conference	Includes Conference Detail Record (CODR) information for non-current conferences. See Printing past conference reports on page 164.

2 of 2

Note:
Meeting Exchange® 5.1 records the time that you print the report on your PC (not the time that the conference takes place on a remote bridge).

Printing or viewing a conference status report

To print or view a conference status report:

1. Choose **View > Reports** from the menu bar.
2. Select **Conference Status**.

   Bridge Talk opens the **Conference Status Report** dialog.
3. Enter the conference number for which you want to print a report and click **View**.
4. Click **Print** to print the report.

Printing past conference reports

Similar in content to Conference Activity reports, **Past Conference Reports** display data for non-current conferences. You can search for past conferences by entering the date. Note that Meeting Exchange® 5.1 truncates the **Conference Name** and **Conference ID** to 12 characters for conferences booked with the Scheduler.

To search for past conferences:

1. Choose **View > Reports** from the menu bar.
2. Select **Past Conferences**.
3. In the **Past Conference Reports** dialog, select a conference date, and click **OK**.
4. Browse the list of conferences scheduled on the selected date.

   The system lists conferences chronologically by disconnect time.
5. Select one date at a time from the list and click **View**.

   Note:
   This process make take several minutes.
6. Click **Print** to print the report.
7. Click **OK** in the **Print** dialog.
8. Click **Close** and Cancel to close the **Past Conferences Reports** dialog.

Appendix A: Scheduling a Conference

Scheduling conferences for your Meeting Exchange server can be done on the Scheduler from Bridge Talk or on an external reservation platform such as the Avaya Client Reservation System, or CRS. This appendix describes how to schedule, modify, or delete conference reservations directly from Bridge Talk. To access the Scheduler, from the menu bar go to: **View > Conference Scheduler.**

Overview of the Conference Scheduler

If the Conference Scheduler is activated from Bridge Talk, you can book conferences, modify scheduled settings, and display and print scheduled conference reports with the Scheduler.

To book a conference, from the menu bar, choose **View > Conference Scheduler**. The Scheduler launches and displays the Scheduler tool bar.

Table 40 describes the Conference Scheduler tool bar buttons.

Table 40: Conference Scheduler tool bar buttons

Button	Description	Button	Description
	Schedule a conference.		View schedule.
	Exit from the Conference Scheduler.		View expanded schedule.
	Modify a scheduled conference.		Print options.
	Modify a conference in progress.		To hide the Conference Scheduler tool bar temporarily. To display the tool bar again, choose View > tool bar.
	Purge expired conferences.		View online help.

1. Define the conference mode.

   For more information, see:

   - Scheduling an attended conference in the next section.
   - Scheduling an unattended conference on page 173.
   - Scheduling an on-demand conference on page 173.
   - Scheduling a flex conference on page 174.

   When your conference is scheduled, displays a confirmation number.

   Note:
   If you select attended, unattended, or on-demand mode, moderators and participants can use the default keypad commands. For more information, see *Meeting Exchange 5.1 Administration and Maintenance Guide for the CS700/780 Servers* or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Table 41 lists the following conference fields that can be scheduled.

Table 41: Scheduler fields

Option	Description
Accounting Code	Similar to a **Billing Code**, flex conference leaders can enter accounting codes using DTMF commands or a Web-based interface. This field appears in the leaders's CDR. **Tip:** Leaders can enter up to 40 characters from a Web-based interface.
Auto Blast	When a moderator dials a phone number, the system automatically dials the list without additional commands. Select one of the following unattended **Auto Blast** settings: • **OFF**. (Default) Disables the automatic BlastDial feature. • **Manual**. Initiates an unattended **Auto Blast** when a moderator presses ***92**. • **Automatic**. Triggers an unattended **Auto Blast** when the first moderator enters the conference. The system activates the **Dial List** and **Blast Annunciator Browse** buttons if you select **Manual** or **Automatic**. For information on selecting a specific blast annunciator message, see the Dial List table entry.

1 of 7

Table 41: Scheduler fields (continued)

Option	Description
Billing Code Prompt	Select one of the following settings: • **ENABLED**. To track billing codes for unattended and on-demand conferences. The system prompts the moderator to enter a billing code upon entering the conference. Moderators can press ***91** to modify codes at any time during the conference, however, only the last code entered appears in various system reports. • **DISABLED**. (Default) The system does not prompt a moderator to enter a billing code; however, moderators can press ***91** to modify codes at any time during the conference. • **BOTH ENABLED**. This setting prompts for both billing codes and client matter codes for conferences. Moderators can press ***91** to modify codes at any time during the conference.
Blast Annunciator	To select an annunciator message for an automatic, unattended **BlastDial**: 1. Click **Browse**. 2. In the **Annunciator Messages** dialog, you can select one of the following options: - A message from the list and click **Use Selected Message**. - Use **Default Message**. To select a specific annunciator message with the **BlastDial**, use the default annunciator message (242 or 243) or use a customized annunciator message recorded for each conference. **Tip:** You cannot change the default **Blast Annunciator** when using a Scheduler-only login.
Block Dialout	You can block or permit moderator ODO on a per conference basis. If **Block Dialout** is selected, the bridge does not initiate dialing when the moderator tries to dial out during the conference. The settings are: • **ON**. A moderator cannot dial out during the conference using either DTMF commands or **Auto Blast**. • **OFF**. (Default) A moderator can dial out during the conference.

Table 41: Scheduler fields (continued)

Option	Description
Change Conf Opt	You can block or allow changes to flex conference options on a per conference basis. The settings are: • **ON**. (Default) A leader can press **1** to start the conference or **2** to modify conference options before the conference starts. • **OFF**. The system does not prompt the leader to press **1** to start the conference after the leader enters the Leader PIN. The system automatically proceeds to the next step.
Conferee passcode	Add a code (up to 16 alphanumeric characters) that a caller must input to join the conference as a regular participant. If the bridge is set for **Automatic Security Codes**, this field is filled in automatically; however, you can change the code.
Conference ID	Add an optional conference number (up to 12 digits or extended ASCII characters). The conference ID appears in the Conference Detail Report that the system generates at the end of the conference.
Conference Name	Enter a name for the conference up to 12 (alphanumeric or extended ASCII) characters. **Tip:** When scheduling attended conferences, avoid using the same name for conferences that may run concurrently. If several are identically named, displays only one conference in the **Conference > Startup List** on the menu bar.
Conference Type	Select a one-time or series conference. For more information, see Defining one-time or recurring conferences on page 179.
Confirmation No.	Enter an optional confirmation number (up to 12 digits) to identify the conference. The confirmation number you specify must be unique. **Note:** If you do not specify a confirmation number, the system automatically assigns one for you.

3 of 7

Table 41: Scheduler fields (continued)

Option	Description
Dial List	Associate a dial list that you can use to dial out during an attended conference. Note that the system allows entry of dial list names up to eight (alphanumeric or extended ASCII) characters. To assign a dial list to the conference: 1. Click on the **Dial List** button to view the dial lists stored on the system. 2. Select a dial list in the **Dial List Navigator** dialog. 3. Click **Edit** to modify the dial list or designate moderators for the conference. 4. Click **Save**. 5. To cancel or close the **Dial List Navigator** dialog, click **Close** or ☒. **Tip:** Make sure to enter enough lines in the **Maximum Lines** field to cover the dial list. For more information about dial lists, see Chapter 6: Using Dial Lists and Dialing Out on page 91.
Mode	Choose one of the following scheduling modes: • **ATTENDED**. An operator places callers into the conference and remains available to participants and moderators for the duration of the conference. • **UNATTENDED**. Callers dial into the bridge and enter a passcode to join the conference that is managed by a moderator. • **ON DEMAND**. Callers dial into the bridge and enter a passcode to join the conference on a first-come, first-served basis. • **FLEX**. Callers dial into the bridge and enter a passcode to join the reservationless conference, which is managed by a leader.
Moderator passcode	Add a code (up to 16 alphanumeric characters) that a caller can input to join the conference as a moderator. **Tip:** The moderator passcode must be different from the conferee passcode. If the system is set for **Automatic Security Codes**, this field is filled in automatically when the reservation is saved. However, you can change the code.

Table 41: Scheduler fields (continued)

Option	Description
Name and Telephone (Optional)	Enter contact information or other pertinent information for the conference, for example: • Contact **Name** up to 40 (alphanumeric or extended ASCII) characters • **Telephone** number up to 40 (numeric or extended ASCII) digits This information does appear in the Contact Name and Contact Telephone number fields in conference reports generated by a system administrator.
Name Record/ Playback (NRP) and Caller Detail	Use the **NRP** feature to schedule annunciator messages that prompt callers to record their names and other relevant information when dialing into an unattended or on-demand conference. C**aller Detail**. Schedule **NRP** for a conference to allow an operator to listen to a participant's recorded information without accessing the line. To schedule a message: 1. Select one of the following NRP settings: - **INDVL**. The system plays a recording only to the individual. - **CONF**. The system plays a recording to the conference if initiated by the moderator or leader. - **OPER**. The system plays a recording to the operator. You can see and hear caller information without accessing the line during the conference. The **Line Detail** dialog displays **Play** and **StopX** buttons if the line is not accessed. - **OFF**. (Default) The system does not play any NRP recording. 2. Select **OPER** to activate the **NRP Annunciator Browse** button and click **Browse** to select a specific annunciator message for the scheduled conference. Otherwise, the system plays the default annunciator (Message 179). To view how the NRP options interact with other feature settings, see Table 44. – supports non-English languages for participant count and annunciator messages. For more information, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.
Op Help Available	The system allows or blocks help requests on a per conference basis. The settings are: • **ON**. (Default) When moderators or participants press ***0** or **0**, their lines appear in the **Help Requests** window. • **OFF**. When moderators or participants press ***0** or **0**, the system plays a user-defined annunciator message, such as "Operator Assistance is not available."

Table 41: Scheduler fields (continued)

Option	Description
PIN List	If you select **Conf PIN**, enter a PIN list name that is stored on the bridge. Note that the system allows PIN list names up to 30 (alphanumeric or extended ASCII) characters.
PIN Mode	If selected, participants must enter a PIN as well as a passcode before joining the conference. Choose one of the following PIN list settings on systems that have the PIN code option installed: • **Sys PIN**. To allow all PIN codes in the system-wide PIN code database. • **Conf PIN**. To allow only the PIN codes in a specified PIN list. • **OFF**. (Default) To omit a PIN code. **Note:** Message 247 and 247a are the default PIN code messages. PIN code information is included in various system reports. For more information, see Working with status information and reports on page 162.
Res Group (Optional)	Participants can use duplicate passcodes on the system if all conferences within the same reservation group have a unique passcode. Specifically, if the system: • Uses reservation groups, enter the exact reservation group number for each conference as defined in the DNIS table on the bridge. Contact the system administrator for a list of conferences that are mapped to specific reservation groups. • Does not use reservation groups, accept the default (**0**). **Tip:** The **Res Group** box may or may not appear depending on the system configuration as defined in the `Template.xml` file. For more information, see About reservation groups on page 69 for an overview of this feature or step 3 in Using the Start Conference option on page 78 for instructions on using reservation groups to start unattended or on-demand conferences. See the *Meeting Exchange 5.1 Administration and Maintenance Guide for the CS700/780 Servers* or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*for instructions on configuring reservation groups.

Table 41: Scheduler fields (continued)

Option	Description
Security Passcode	Participants can be required to enter a security passcode before they can enter a conference. The leader adds the second passcode using DTMF commands prior to conference start. The settings are: • **ON**. A leader can add a second security code. • **OFF**. (Default) A leader cannot add a second security code.
Sign-In Name	The system displays the sign-in that you used. You cannot modify this field.
Status	The settings are: • **ENABLED**. To schedule a conference. • **DISABLED**. (Default) To retain the scheduling information without actually scheduling the conference.

7 of 7

Scheduling an attended conference

Attended is a type of conference in which an operator places callers into a conference and remains available to them for the duration of the conference.

To define settings for an attended conference:

1. Under **Conference Information**, select **ATTENDED** mode.
2. Specify the conference as a one-time or on-going (repeat) conference. For more information, see Defining one-time or recurring conferences on page 179.
3. Select the appropriate conference settings.

   For more information on conference options, see Table 41.
4. Skip over the unattended conference settings, such as **Conferee Passcode**, **Moderator Passcode**, **Name Record/Playback**, **PIN Mode**, and **PIN list**.
5. To select conference features, such as conference start and end times, see Defining conference features on page 181.
6. Click **OK** to save the reservation.

   If the Scheduler finds no errors, the reservation is booked and the Scheduler displays a confirmation number. If the Scheduler finds any errors, it displays an error message explaining the problem. You can then correct the problem and repeat this step.

Scheduling an unattended conference

Unattended is a type of conference that does not require an operator. Callers must enter a passcode before they can join the conference, which can be chaired by a moderator.

To define settings for an unattended conference:

1. Under **Conference Information**, select **UNATTENDED** mode.
2. Specify the conference as a one-time or on-going (repeat) conference. For more information, see Defining one-time or recurring conferences on page 179.
3. Select the desired conference settings.

   For more information on conference options, see Table 41.
4. Enter unattended conference settings, such as **Conferee Passcode**, **Moderator Passcode**, **Name Record/Playback**, **PIN Mode**, and **PIN list**.
5. To select conference features, such as conference start and end times, Defining conference features on page 181.
6. Click **OK** to save the reservation.

   If the Scheduler finds no errors, the reservation is booked and the Scheduler displays a confirmation number. If the Scheduler finds any errors, it displays an error message explaining the problem. You can then correct the problem and repeat this step.

Scheduling an on-demand conference

On-demand is a type of unattended conference that can start or end at any time and uses a profile to keep track of all the selected conference features, such as Hang up or Name Record/Playback.

Note:
Your system administrator must set up the necessary port allocation to support on-demand conferences for your system.

Tip:
Set up a separate conference for each desired scheduling profile.

To schedule an on-demand conference:

1. Under Conference Information, select **ON DEMAND** mode.
2. For **Conference Type**, specify a **DAILY** conference, which includes the **Weekend** option. For more information, see Defining one-time or recurring conferences on page 179.
3. Select the appropriate conference settings listed in Table 42.

   For more information, see:

- Table 41, which lists conference settings like accounting codes and moderator or conferee passcodes.
- Table 46, which describes conference features, such as start and end times and prompt sets.

Table 42: On-demand conference settings

Option	Description
Conference Type	Select **DAILY**, which includes the **Weekend** option.
End Date	Leave blank.
End Time	Select **12:00 AM**. Use this end time to activate the schedule from midnight to midnight.
Start Date	Leave this blank.
Start Time	Select **12:00 AM**. A 24/7 conference starts at 12:00 a.m. Leave the Code Duration at0 (duration = off) to allow callers to enter at any time during the 24 hour period.
Weekend	Select **YES**.

4. Click **OK** to save the profile.

Tip:
To enable customized greetings based on the number dialed for the conference; use dedicated telephone numbers and the Dialed Number Identification Service (DNIS).

Scheduling a flex conference

Flex (flex flow) is a type of unattended, on-demand conference in which callers can join directly based on a predefined DNIS or DDI number. This *reservationless* conference uses a profile to keep track of all the selected conference features, such as **Hang up** or **Name Record/ Playback**. Note that **Q&A** and **Polling** are not supported in flex conferences.

Once the system administrator has defined the settings in a profile, participants can join flex conferences on a first-come, first-served basis. However, there can be only one moderator (leader).

The system automatically prompts callers dialing into the conference to press star (*) if they are a leader, and, if so, to enter a Leader PIN code. When the first caller enters a valid Leader PIN, the system defines the caller as a moderator or *leader* of the conference. After the leader joins the conference, the system only prompts for participant passcodes and registers all subsequent callers as participants.

Leaders can change profile settings before a conference begins, and create, control, and end a conference call using DTMF telephone commands. For example, leaders can:

- **Specify a conference password**. If scheduled previously, leaders can add another layer of security by specifying a optional passcode that participants must enter before they can join the conference. This password is valid only for the duration of the conference and is not stored on the system.

  Note:
  If music is turned on for the conference, participants who arrive early wait on standby. If the moderator specifies a passcode upon arrival, the waiting participants must enter the passcode before they are allowed into the conference. However, if music is turned off, participants who arrive before the moderator can enter the conference without the passcode.

- **Change conference options**. When a participant enters a leader PIN code and assumes moderator status, the system immediately prompts the leader to press **1** to start the conference. However, the leader can press **2** to change several conference options before the conference starts. After changing options, the leader can press **1** to start the conference.

- **Use special star commands**. Flex conferences require that leaders and participants use touchtone commands during the conference. A leader can create, control, and end a conference call using these star commands.

  Note:
  An administrator must first set up flex conference profiles with reserved lines on each bridge that you plan to use. For more information on configuring flex profiles on your system and to see a list of star commands, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

To schedule a flex conference:

1. Under **Conference Information**, select **FLEX** mode.
2. For **Conference Type**, specify a **DAILY** conference, which includes the **Weekend** option.

   For more information, see Defining one-time or recurring conferences on page 179.

3. Select the desired flex settings described in Table 43.

Table 43: Flex conference settings

Option	Description
Accounting Code	Similar to a **Billing Code**, leaders can enter accounting codes using DTMF commands or a Web-based interface. This field appears in the leaders's CDR. The settings are: • **ON**. The system prompts leaders to enter a code upon entering the conference. • **OFF**. (Default) Leaders do not enter a code. **Tip:** Leaders can enter up to 40 characters from a Web-based interface.
Change Conf Opt	You can block or allow modification of flex conference options on a per conference basis. The settings are: • **ON**. (Default) A leader can press **1** to start the conference or **2** to modify conference options before the conference starts. • **OFF**. The system does not prompt the leader to press **1** to start the conference after the leader enters the Leader PIN. The system automatically proceeds to the next step.
Conference Type	Select **DAILY**, which includes the **Weekend** option.
End Date	Leave blank.

1 of 2

Table 43: Flex conference settings (continued)

Option	Description
End Time	Select **12:00 AM**. Use this end time to activate the schedule from midnight to midnight.
Auto Extend Ports	Auto Extend Ports is not supported in Flex conferences.
Auto Extend Duration	Auto Extend Duration is not supported in Flex conferences.
Start Time	Select **12:00 AM**. Note that AM starts immediately after Midnight. **Note:** A 24/7 conference starts at 12:00 a.m. If you schedule a code duration for 60 minutes, participants can only enter the conference from 12:00 a.m. to 1:00 a.m. Therefore, set the Code Duration to either 0 (duration = off) or 1440 (1440 = 24 hours).
Weekend	Select **YES**.

2 of 2

For more information, see:

- Table 41, which lists conference settings like accounting codes and moderator or conferee passcodes.
- Table 46, which describes conference features, such as start and end times and prompt sets.

4. Click **OK** to save the profile.

Tip:
Set up a separate conference for each desired scheduling profile.

Note:
To enable customized greetings based on the number dialed for the conference, use dedicated telephone numbers and the Dialed Number Identification Service (DNIS).

About Name Record/Playback

Participants or moderators can press ***8**, for example, on their phones to hear a roster that includes the recorded names of all participants, at any time during the conference.

Note:
Participants can stop the roll call at any time by pressing any key.

Table 44 describes how Name Record/Playback (NRP) options interact with other conference feature settings.

Table 44: Name Record/Playback - option interaction

Option	Entry/Exit Tones Off	Entry/Exit Tones On	Entry/Exit Messages On	Annunciator message	Press *8
INDVL	Silence	Plays tone	Plays “Someone has entered/left the conference.” <Name>	Plays default message	Plays roll call
CONF	Silence	Plays tone	Plays “Someone has entered/left the conference.” <Name>	Plays default message	Plays roll call to conference (if moderator)
OPER	Silence	Plays tone to operator	Plays “Someone has entered/left the conference.” to operator.	Plays default message or allows browse	Plays current participant count
OFF	Silence	Plays tone	Plays “Someone has entered/left the conference.”	None	Plays current participant count

The sections that follow describe the how to set up on-going conferences.

Defining one-time or recurring conferences

Use recurring options for scheduling conferences that occur once or as daily, weekly, or monthly conferences. Table 45 describes the procedures for scheduling one-time or on-going conferences.

Table 45: Conference Scheduler date and time options

Option	Description
DAILY (includes Weekend option)	Schedule a conference that occurs at the same time each day over a specified or indefinite time period. The system books a conference for the same time for each day in the date range that you specify. To schedule a daily conference: 1. Select **DAILY** for **Conference Type**. 2. Choose a **Weekend** option: - **NO** to schedule the conference only Monday through Friday (Default) - **YES** to schedule a conference seven days each week. 3. In the **Start Date** field, enter the date to schedule the first conference. 4. In the **End Date** field, enter the date to schedule the last conference. 5. Select the conference mode, for example, **ATTENDED** or Note that the format changes based on the localized settings.
ONE-TIME	Schedule a conference that occurs only once. Enter the date in the **Date** field. (Default)
WEEKLY (includes Day of Week option)	Schedule a conference that occurs on the same day and time each week over a specified or indefinite time period in mm/dd/yy format. To set up a weekly conference: 1. Select **WEEKLY** for **Conference Type**. 2. Select the day of the week that you want to schedule a conference. 3. In the **Start Date** field, enter the date to schedule the first conference. 4. In the **End Date** field, enter the date to schedule the last conference. 5. Select the conference mode, for example, **ATTENDED** or **UNATTENDED**. **Note:** The format changes based on the localized settings.

1 of 2

Table 45: Conference Scheduler date and time options (continued)

Option	Description
MONTHLY (includes Day of Week and Week of Month options)	Schedule a conference that occurs on the same week, day, and time each month over a specified or indefinite time period in mm/dd/yy format. To schedule a monthly conference: 1. Select **MONTHLY** for **Conference Type**. 2. Select the day of the week that you want. 3. Select the week that you want. 4. In the **Start Date** field, enter the date to schedule the first conference. 5. In the **End Date** field, enter the date to schedule the last conference. Note that the format changes based on the localized settings.
Start Date	Enter the date that you want to start the conference in mm/dd/yy format. Note that the format changes based on the localized settings. **Tip:** If you leave the Start Date field blank, the system schedules the conference for the first day and time that meets your other scheduling criteria.
End Date	Enter the date that you want to end the conference in mm/dd/yy format. **Tip:** If you want to schedule the conference for an indefinite period, leave the **End Date** field blank.

2 of 2

Defining conference features

Under Conference Features, choose from the conference settings listed in Table 46.

Table 46: Conference features

Option	Procedure
Auto Extend Duration	Choose one of these options: • Select **ON** to extend the conference beyond the end time if scheduled ports and security codes are available in the next 25 minutes and this feature is configured on the connecting bridge. (Default) Just before the conference is scheduled to end, the system plays a "Your conference will be extended 25 minutes." message. • Select **OFF** to end the conference at the scheduled time.
Auto Extend Ports	Choose one of these options: • Select **ON** to allow additional participants to enter a conference if ports are available for the duration of the conference and this feature is configured on the connecting bridge. (Default) • Select **OFF** to prevent new participants from entering the conference. **Note:** Auto Extend Ports is not supported in Flex conferences.
Code Duration	After the conference starts, the number of minutes that the conferee and moderator passcodes remain valid. If set to **0**, the PINs are always valid. (Default is 0.) You can set code duration to any value between **0** (duration = off) and **1440** (1440 = 24 hours) but less than the length of the conference. **Note:** A 24/7 conference starts at 12:00 a.m. If you schedule a code duration for 60 minutes, participants can only enter the conference from 12:00 a.m. to 1:00 a.m. Therefore, set the Code Duration to either 0 (duration = off) or 1440 (1440 = 24 hours).
Conference Viewer	Adds a Conference Viewer flag, which appears in the CODR.
End Time	Set the time that the conference ends. **Note:** If the end time is earlier than the start time, the system assumes the conference ends on the day after the conference begins.

1 of 4

Table 46: Conference features (continued)

Option	Procedure
Entry Tone/ Exit Tone	For **Entry/Exit Tones**, choose one of the following options for participants entering or exiting the conference: • **OFF**. (Default) Omit tones or voice messages. • **System**. Use the pre-configured default setting. • **Tone**. Sound a tone. • **Message**. Play a voice message. • **Tone & Message**. Sound a tone and play a voice message.
Hang up (Moderator)	Select one of these options to end the conference: • Choose **ON** to end the conference as soon as the moderator hangs up. • Choose **OFF** to extend the conference after the moderator hangs up. (Default) If the conference has more than one moderator, this option disconnects all lines when the last moderator hangs up. However, moderators can press ***98** to toggle the **Hang up** option on or off. **Tip:** Use **Moderator hang up** to ensure that all lines become immediately available for subsequent conferences and to avoid excessive charges to a moderator.
Maximum Lines	Enter the number of lines that you want to reserve for the conference. The system does not let you schedule more lines than are available, unless overbooking is allowed on your system. (Default is 2 lines.) **Tip:** Reserve a few extra lines for your conference to accommodate any dial-out or external conference recording operations.

2 of 4

Table 46: Conference features (continued)

Option	Procedure
Music	Add music to a conference, which mutes all lines. Select one of these options: • **OFF**. (Default) The system does not play music before the conference starts. For flex conferences, the system places participants into the conference without the leader present. • Choose the following music channels, if configured on the system: **- M1 - M4** Note the following: • For attended conferences, the operator manually turns off the music. • For unattended and on-demand conferences, the system automatically turns off the music when the first moderator joins the conference. • For flex conferences, the system automatically turns off the music when the leader joins the conference. **Tip:** If Automatic Security Code Generation is turned off on the bridge, be sure to add a moderator passcode, which signals the bridge to stop playing music once the first moderator enters an unattended conference. For more information on selecting a music channel, see Providing music for a conference on page 55.
Start Time	Set the time that the conference begins. The time you specify is the local time of the bridge. Remember to adjust the time accordingly if you are calling from a different time zone.

Table 46: Conference features (continued)

Option	Procedure
Prompt Set	Specifies a prompt set for all conference-wide annunciator messages. The system plays all public conference messages in this language. (Default is English). **Note:** The system-installed prompt sets are: 1. English 2. Canadian French 3. French 4. Latin American Spanish 5. Spanish 6. German 7. Russian can list up to 20 prompt sets if configured on the system. The system uses the default language for non-scheduled (ad hoc) conferences. **Note:** A administrator can set up the prompt set selection list from the Template.xml file. For more information, see Customizing Bridge Talk on page 219. You can view the selected prompt set for the conference from the Conference Detail dialog.
Security	In a secured conference a moderator can prevent outsiders from listening to or joining the conference. Specifically, operators cannot enter, record, scan, or listen to the conference. The moderator hears a tone or voice message to indicate that the conference is secured or unsecured. Choose one of these options: • Select **ON** to let the moderator secure the conference. • Select **OFF** to make security unavailable for the conference. (Default) For more information, see Securing a conference on page 48.

4 of 4

Viewing or printing conference information

Use the Conference Scheduler to view or print conference schedules and lines that are available for use. You can use the Conference Scheduler to determine the number of lines that have been reserved as well as lines that are available for use for any specified date within the next year.

To view or print conference schedules:

1. In the Conference Scheduler, choose one of the following:
2. In the **Date** dialog, enter the date for which you want to check available lines.

Option	Click	Procedure
View schedule		Display the total number of reserved, available, and on-demand lines for a specific date. See the next section, Using the View Schedule option.
View expanded schedule		Display the total number of reserved, available, and on-demand lines including the percentage of line use for a specific date. For more information, see Using the View Expanded Schedule option on page 185.

Using the View Schedule option

The **View Schedule** option displays the total line and on-demand line availability including the number of time intervals and reserved lines for 24 hours of a specified date. The number and length of the intervals depend on the conferences that have been scheduled for that date.

Note:
The system subtracts Flexible Digital Auxiliary Port Interface (FDAPI) lines from the total number of available lines. For example, if there are 13 FDAPI ports, which cannot be scheduled, the total number of available lines is 1139 on an 1152-port bridge (1152 - 13 = 1139).

Using the View Expanded Schedule option

The **View Expanded Schedule** option displays the total line availability including on-demand lines. You can view the time intervals and reserved lines for 24 hours of a specified date including the number of available lines for each interval as shown.

Viewing or modifying scheduled conferences

You can use the Conference Scheduler to view or modify conference reservations. You can click **Next** or **Prev** to loop around from the first found record to the last record and back to the first again.

You can change the settings for a conference reservation that you scheduled (or a conference that someone else scheduled). However, you may need to modify conference information while the conference currently taking place or in progress.

To modify a conference reservation:

1. In the Conference Scheduler, choose one of the following options.

Option	Click	Procedure
Modify conference		Modify a prescheduled conference reservation.
Modify-in-progress		Change the settings for any scheduled conference that is currently running. While an unattended conference is in progress, you can change only the **End Time**, **Code Duration**, and **Maximum Lines**.

2. In the **Modify Type** dialog (for prescheduled conferences only), select **Change Conference** and click **OK**.
3. In the **Conference Search** dialog, search for an existing conference using one of the following options.

Search Criteria	Enter
Conferee/ Moderator passcode	A passcode. For example, if you want to search for a conference that has a conferee passcode of 1357, enter that passcode in the **Conferee/Moderator Passcode** box and click **OK**. **Note:** When searching for flex conferences, use the conferee passcode rather than the leader PIN.
Conference Name	The conference name.
Conference Type	ALL, DAILY, ONE-TIME, WEEKLY, or MONTHLY.
Confirmation No.	The confirmation number.
Conference ID	The conference ID.

Search Criteria	Enter
Date (mm/dd)	The date.
Mode	ALL, UNATTENDED, ON DEMAND, ATTENDED, or FLEX.
Sign-in Name	The sign-in name.

Tip:
Make sure to narrow your conference search by including several criteria such as **Conference Name** and **Date**.

4. Click **OK**.

   The Conference Scheduler displays a conference that meets the search criteria you entered. If more than one conference meets your search criteria, the Conference Scheduler indicates the number of matches in the top line.

5. Choose one of the options listed in Table 47.

Table 47: Search results options

Option	Procedure
Save	Saves your changes to the current conference record. The Scheduler displays a confirmation number.
Previous	Displays the previous conference.
Next	Displays the next conference that meets your search criteria if the displayed conference is not the one you want to modify.
Cancel	Starts a new search.

Printing scheduled conference information

The Conference Scheduler lets you print information about scheduled conferences on the default print device for your workstation.

To print the complete conference reservation for a specific conference:

1. From the Conference Scheduler menu bar, choose **View > Print Options.**

   The Conference Scheduler displays the **Print Options** dialog.

2. Choose one of the following options described in Table 48.

Table 48: Printing scheduled conferences

Click	Procedure
Print Schedule	To print the total number of lines that have been reserved for a specific date or a range of dates: 1. Click **Print Schedule** and click **OK**. 2. In the **Date Range** dialog, enter date criteria. 3. Click **Print** to print the report. 4. In the **Print** dialog, click **OK**.
Print Expanded Schedule	To print both the total number of lines that have been reserved and the number of available lines for a specific date or a range of dates: 1. Select **Print Expanded Schedule** and click **OK**. 2. In the **Date Range** dialog, enter date criteria. 3. Click **Print** to print the report. 4. In the **Print** dialog, click **OK**.
Print Conference	To print the complete conference reservation for a specific conference to the default print device for your workstation: 1. Choose **Print Conference** and click **OK**. 2. In the **Conference Search** dialog, enter search criteria to find the conference. 3. In the confirmation dialog, click one of the following: - **Yes** to view each matching conference in sequential order before printing. The Scheduler displays each conference that matches your criteria. - **No** to print all matching conferences automatically. - **Cancel** to view (but not print) any conferences. **Tip:** Click **Next** to go to the next matching conference without printing the currently displayed conference.
Print Daily Conferences	To print a list of conferences scheduled for a specific date or a range of dates to the default print device for your workstation: 1. Select **Print Daily Conferences** and click **OK**. 2. In the **Date Range** dialog, enter date criteria, and click **OK**. 3. In the **Print Daily Conferences** dialog, click **Yes** if you want to sort the conferences by start time. 4. Click **Print** to print the report. 5. In the **Print** dialog, click **OK**.

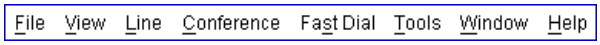
Appendix B: Menu Bar and Main Tool Bar

This appendix provides detailed descriptions of the following:

- Menu bar overview
- Main tool bar overview

Menu bar overview

The menu bar includes pull-down menus for both Bridge Talk-specific and Windows-based commands.



Tip:
Some commands may become unavailable if an administrator locks the size and location of the windows.

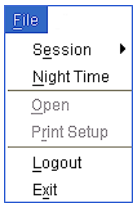
Using Menu commands

Choose a command by clicking on the name or pressing **Alt** + underlined letter.

File menu

The File menu lists system administrator or maintenance sessions, nighttime mode, log off, and exit commands as shown in Table 49.

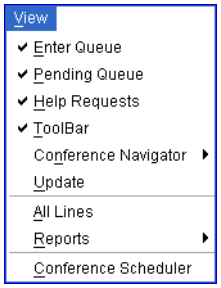
Table 49: File Menu

Menu	Command	Description
	**Session**	To start an administrator or maintenance session if you have administrative- or maintenance-based privileges associated with your sign-in. For more information on what system features you can access, see Sign-in privileges on page 19.
	Nighttime	To make the system unavailable to any new callers but does not disturb conferences that are already active.
	Open	To open a new session.
	Print Setup	To set up print options.
	Logout	To log off as one user and log on again using a different sign-in.
	Exit	To end the Bridge Talk session.

View menu

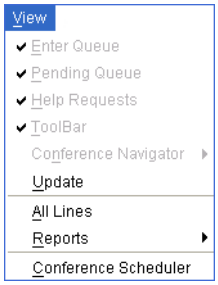
The View menu displays or hides the **Enter** or **Pending** queues, **Help Requests** queue, and the tool bar. You can view all lines on the system, generate reports, and launch the Conference Scheduler. In addition, there are docking options for the **Conference Navigator**. Table 50 lists the available commands.

Table 50: View menu

Menu	Command	Description
 *(Continued)*	**Display/Hide Enter Queue**	To display lines that are in Enter status and includes a **Show Filtered/Show All toggle** button. If you click **Show All**, the **Enter** queue displays all lines in Enter status. If you click **Show Filtered**, the **Enter** queue lists only those lines that meet your search criteria.
	Display/Hide Pending Queue	To list all callers who have dialed in and have not been placed in a conference, for example, ODO, Scan, and CLPG. The **Pending** queue does not include a **Get Next Enter** button.
	Display/Hide Help Requests	To list caller lines requesting help.
	Display/Hide tool bar	To display the tool bar. The tool bar comprises all the commands in the menu bar but uses a command line format for entering keyboard commands.
	Conference Navigator	To dock the **Conference Navigator** on the top, bottom, left, or right.
	Update	To refresh all Bridge Talk status information. Bridge Talk displays a progress bar while an update is in progress.

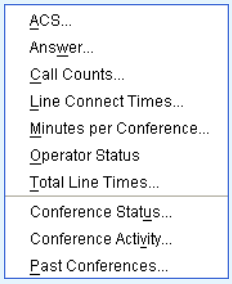
1 of 3

Table 50: View menu (continued)

Menu	Command	Description
	**All Lines**	To show the status of all lines on the audioconferencing system: 1. Choose **View > All Lines** from the menu bar and select the line. 2. Right-click and choose one of the following commands from the shortcut menu: **Access**, **Fault**, **Hang up**, **Mute**, or **Line Detail**. *Line status key:* **DC** = disconnected line **FL** = faulted **MS** = music **OS** = out of service **MO** = moderator **MU** = muted (Current line status) **MM** = muted moderator **PO** = polling **VL** = virtual link line To view commands for a group of lines: 1. Choose **View > All Lines** from the menu bar. 2. Using standard Windows command keys, press SHIFT to select the first and last line in a sequential range (or press **Ctrl** to select non-sequential lines). 3. Right-click and choose one of the following commands from the shortcut menu: **Fault**, **Hang up**, or **Mute**. To select the number of lines per column that you want displayed in the **All Lines** dialog, see the Options table entry in Table 54.

2 of 3

Table 50: View menu (continued)

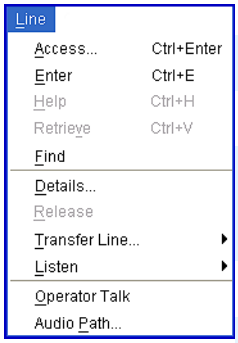
Menu	Command	Description
	**Reports**	To generate several different report types, including: • **ACS**. To show what lines are set as Automatic Conference Select (ACS). • **Answer**. To display the lines that are set to Answer or No Answer. • **Call Counts**. To show the number of calls dialed on each line. • **Line Connect Times**. To display the number of minutes each line was active. • **Minute per Conference**. To list the total number of minutes for an active conference. • **Operator Status**. To display information on operators; specifically which operators are logged in, what conferences they are in, and whether their talk path is on or off. • **Total Line Times**. To show the accumulated minutes total for each line as well as the system time total. • **Conference Status**. To list the participant lines as well as enabled and disabled features selected for the conference. In addition, this report includes Global Conference IDs, Billing codes, Auxiliary fields, and Cross-reference IDs. • **Conference Activity**. To display enabled and disabled features selected for the conference. In addition, this report lists Global Conference IDs, Billing codes, Auxiliary fields, Cross-reference IDs, and all participants who were in the conference including their start and end times. • **Past Conference**. To provide conference reports (CODR and CDRs) for non-current conferences. See Printing past conference reports on page 164.
	Conference Scheduler	To display the Conference Scheduler.

Line menu

The Line menu lists line-related commands as shown in Table 51.

Tip:
You can establish your audio path from this menu.

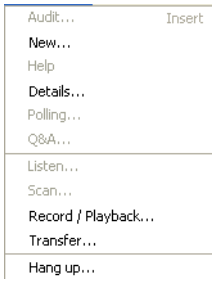
Table 51: Line menu

Menu	Command	Description
	**Access**	To display the **Line Detail** dialog for a specified line.
	Enter	To access the next available line in the **Enter** queue.
	Help	To access a line in the **Help Requests** queue.
	Retrieve	To retrieve a line that was released back into a conference or re-access a line placed in the wrong conference.
	Find	To locate a predefined line.
	Details	To display the **Line Detail** dialog for a specified line.
	Release	To release an accessed line back into the originating conference.
	Transfer	To transfer a caller or link line into a conference.
	Undo Last Line Transfer	To return a line or group of lines to their original conference immediately after a line transfer
	Listen	To listen in on a caller line or an auxiliary line (music channel) to determine audio quality.
	Operator Talk	To toggle operator talk path on or off.
	Audio Path	To establish an operator audio path.

Conference menu

The Conference menu lists conference-related commands. Table 52 lists the commands.

Table 52: Conference menu

Menu	Command	Description
	**Audit**	To audit (listen) to a specific conference to determine audio quality.
	New	To create a new conference.
	Help	To access all lines in a conference that request help (pre-configured system option).
	Details	To view or modify information for a specific conference, such as **Name**, **ID**, **Lecture**, **Lock**, **Note**, or **Prompt Set**.
	Polling	To start a polling session.
	Q&A	To start a Q&A session.
	Listen	To listen to individual lines within a conference to determine audio quality. This option is very useful for troubleshooting noisy lines.
	Scan	To listen to each active conference on the system for a specified time period. This option is useful for determining the system-wide sound quality.
	Record/ Playback	To start a recording or a playback into a conference. Analog channels are available on all systems. Digital channels are available on systems that have Record/ Playback hard drives.
	Transfer	To transfer entire conferences from one conference room to another.
	Hang up	To disconnect all lines in a specified conference simultaneously when the conference ends.

FastDial menu

The FastDial menu provides commands for creating new dial lists, editing dial lists, and dialing out options as shown in Table 53.

Table 53: FastDial menu

Menu	Command	Description
	New	To create a new dial list for **FastDial** or **BlastDial** operations.
	Edit	To modify an existing dial list.
	Dial	To dial out using a **FastDial** list.
	Blast	To dial out a pre-programmed list of telephone numbers simultaneously.
	Hold Dial	To hold your position in a dial list when you must interrupt the dial-out process temporarily.

Tools menu

The Tools menu contains commands for recording greetings, sending chat messages to other operators, purging system settings, customizing your Bridge Talk software, and adding audio prompts. Table 54 describes the available commands.

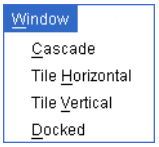
Table 54: Tools menu

Menu	Command	Description
	Annunciator	To record and play back greetings and audio prompts.
	Chat	To send messages to other operators on the system.
	Set Answer	To set individual lines to **Answer** or **No Answer**. When the **No Answer** option is enabled, the system ignores incoming calls.
	Purge	To reset **Call Count**, **Disconnects**, **Minutes per Conference**, and **Total Line Time** settings to zero (0) on the system.
	Customize	To change the visual properties of the **Conference Navigator**, **Enter** or **Pending** queues, **Help Requests** queue, or **Conference Room** windows.
	Options	To set multiple conference rooms to be open simultaneously and to place moderator lines first in a conference room. In addition allows administrators to set lines visible per column and to lock or unlock the workstation.
	Continuous Beep	To add an audio prompt warning you that a participant is in the **Enter**, **Help Requests**, or **Pending** queues, or if a line is in disconnect mode (DC). This option must be enabled on your conferencing server by an administrator.

Windows menu

The Windows menu lists commands for arranging multiple Bridge Talk windows described in Table 55.

Table 55: Windows menu

Menu	Command	Description
	**Cascade**	To overlap all running windows in Bridge Talk.
	Tile Horizontal	To arrange all running windows side by side.
	Tile Vertical	To arrange all running windows vertically.
	Docked	To place all running windows in the same position in Bridge Talk after reboot.

Help menu

The Help menu provides Bridge Talk Help access as well as release and copyright information listed in Table 56.

Table 56: Help menu

Menu	Command	Description
	Topics	To launch the **Help**.
	About	To display Bridge Talk version, release, and copyright information.

Main tool bar overview

The main tool bar includes all the commands in the menu bar but uses a command line format for entering commands from a keyboard. You can activate tool bar commands by clicking on a command button or using shortcut keys.

Main tool bar shortcut keys

Use shortcut keys to enter tool bar commands from the keyboard. Bridge Talk displays a capitalized letter (hot key) in the button name. You can activate the commands only if the **Main** status displays green.

The **Main** status displays green when the focus is on the tool bar. If focus is already on the tool bar, press a hot key. For example, press **a** to view the Access command line.

The **Main** status displays red when the focus is not on the tool bar. Click on any button to return the focus to the tool bar.

Using the tool bar

To use the tool bar:

1. Click on a command button.

   One of the following options displays:

   - Command line text box for entering keyboard commands.

     -Or-

   - Submenu tool bar, which is a set of subcommands specific to the chosen command. If you click a button that has a set of subcommands, Bridge Talk switches to the subcommand and displays submenu commands. For more detailed descriptions, see Table 57.

Tip:
Note that the status level text changes to Main plus the selected submenu.

2. Enter information in the command line text box (or click on a submenu button).

   To cancel, press **Esc** (or click Back on a submenu tool bar).

Table 57 describes the command line commands and how to use them.

Table 57: Main tool bar

Menu	Command	Description
	Access	To dial out, change the status of a line, or speak to a caller: 1. Click **Access** (or press **a** if status line is green). 2. Enter the line number and press **Enter**. The **Access** submenu displays. 3. Click on one of the following **Access** submenu commands: - **Dial**. Displays the conference name and dials the telephone number of the accessed line. - **Call type**. Shows whether the call is a dial-in or dial-out. - **cO name**. Records the caller's company name. - Fault. Makes the line unavailable to participants if a problem is detected. - **Hangup**. Hangs up the accessed line. - **Moderator**. Switches the moderator toggle on or off. - **mUte**. Switches the participant's audio toggle on or off. - **Name**. Identifies the person who is on the accessed line. - **Place**. Places callers into conferences. - **Release**. Returns an accessed line back into the conference room. - **roSter**. Lets you enter line information for dial-in callers from a preset dial list. - **Transfer**. Transfers a line to another extension within your company's phone system. - **Virtual link**. Uses a participant line to link two systems. - **Back**. Returns you to the tool bar. - **Help**. Launches Bridge Talk Help.

1 of 8

Table 57: Main tool bar (continued)

Menu	Command	Description
	Conference	To add or change conference features: 1. Click **Conference** (or press **c** if status line is green). The **Conference** submenu displays. 2. Click on one of the following Conference submenu commands: - **Clear all**. Clears features from a conference, such as lecture, entry/exit tones, or music. - **Entry tone**. Sets entry tones for a conference. - **Exit tone**. Sets exit tones for a conference. - **Gain**. Equalizes the audio (volume) of all lines in a conference. - **Hangup**. Disconnects an entire conference. - **Id**. Lets you create a unique identification number (up to 60 numeric characters) for the conference. - **Lecture**. Mutes all participants except moderators (listen-only mode). - **locK**. Warns you about placing a participant in a locked conference. - **Name**. Lets you add a conference name (up to 60 alphanumeric characters). - **noTe**. Associates a text message with the conference. - **Play**. Starts a playback into a conference. - **pOll**. Initiates a polling session. - **Q&a**. Starts a Q&A session. - **Record**. Places a record channel into a conference so that the operator can record the conference. - **Security**. Prevent all operators from listening to a conference or new participants from entering a conference.

Table 57: Main tool bar (continued)

Menu	Command	Description
	Display	To display conference or system statistics: 1. Click **Display** (or press **d** if status line is green). The **Display** submenu displays. 2. Click on one of the **Display** submenu commands. - **Acs**. Lists lines that are set as Automatic Conference Select (ACS), which automatically places a caller directly into a conference without operator intervention or security codes. - **ansWer**. Sets individual lines to Answer or No Answer. (When No Answer is enabled, the system ignores incoming calls.) - **Call counts**. Shows the number of calls dialed on each line. - **Line connect times**. Records the number of minutes each line was active. - **Mins/conf**. Tabulates the number of minutes for every person in an active conference. For example, if a conference includes ten participants for 20 minutes each, the Minutes per Conference total is 10 x 20 or 200. - **Op stat**. Displays information on operators, specifically which operators are logged in, what conferences they are in, and whether their talk path is on or off. - **Total line times**. Shows the accumulated minutes for each line as well as the system time total. 3. In the **Report Line Information** dialog, make your selection, and click **View Report**. 4. Click **Print** to view or print the report.
	Enter	To access a line in the **Enter** queue that has dialed in but not yet placed into a conference: 1. Click **Enter** (or press **e** if status line is green). 2. Speak with the caller and enter the appropriate information in the **Line Detail** dialog. 3. Click **Place**.

Table 57: Main tool bar (continued)

Menu	Command	Description
	Fastdial	To dial out to participants using a previously created dial list: 1. Click **Fastdial** (or press **f** if status line is green). The **Fastdial** submenu displays. 2. Click on one of the Fastdial submenu commands: - **Edit**. Displays available dial lists. - **Dial**. Shows dial list information. - **Blast**. Displays BlastDial list information. - **hoLd dial**. Toggles between pause or resume on a FastDial.
	Help Requests	To provide help to a participant: 1. Click **help reQuests** (or press **q** if status line is green). 2. Click on a line in the **Help Requests** queue. 3. Press **Enter** to access the line and speak with the caller. The Access submenu displays. For more information, see the Access entry in Table 57.

Table 57: Main tool bar (continued)

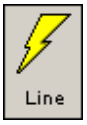
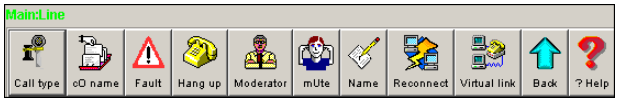
Menu	Command	Description
	**Line**	To change line information without actually accessing a line: 1. Click **Line** (or press **l** if status line is green). The **Line** submenu displays.  2. Click on one of the following Line submenu commands: - **Call type**. To indicate that the call is a dial-in or dial-out. - **cO name**. To identify the caller's company name. - **Fault**. To make the line unavailable to callers if a problem is detected. For more information, see Faulting a line on page 154. - **Hangup**. To hang up specified lines. See Hanging up lines on page 158. - **Moderator**. To designate a line as moderator. - **mUte**. To toggle the listen mode on or off. - **Name**. To populate the name field. - **Reconnect**. To flag a line as “reconnected” when reconnected by the operator. - **Virtual link**. To dial a participant line to link two systems.
	Music	To add music to a conference: 1. Click **Music** (or press **m** if status line is green). 2. Enter a music channel that has been set up for your system (**M1-M4**), a space, and the conference room number. 3. Press **Enter**. To remove music from a conference: 1. Click **Music** (or press **m** if status line is green). 2. Type **r**, a space, and the conference room number. 3. Press **Enter**.

Table 57: Main tool bar (continued)

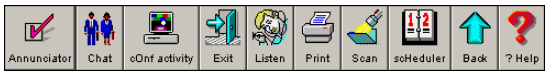
Menu	Command	Description
	Options	To record greetings, listen to audio quality, or exit from Bridge Talk: 1. Click **Options** (or press **o** if status line is green). The **Options** submenu displays.  2. Click on one of the following **Options** submenu commands: - **Annunciator**. To record and play back greetings that participants hear when they call into the system. - **Chat**. To send messages to other operators on the system. - **cOnf activity**. To display the Conference Activity window. - **Exit**. To end the Bridge Talk session. - **Listen**. To listen to individual lines or conferences to assess audio quality. - **Print**. To print the current status for a specific conference. - **Scan**. To listen to the audio quality of conferences system-wide. - **scHeduler**. To open the Conference Scheduler so you can schedule or modify conferences.
	Purge	To purge (reset) submenu values to zero: 1. Click **Purge** (or press **p** if status line is green). The **Purge** submenu displays. 2. Click on one of the following Purge submenu commands: - **Call counts**. Shows the number of calls dialed on each line. - **Disconnects**. Removes disconnected lines from a single conference or from the entire system. - **Mins/conf**. Resets the total minutes for a particular conference back to zero. - **Total line times**. Resets all the line times on the entire system back to zero.

Table 57: Main tool bar (continued)

Menu	Command	Description
	Set	To set conference scan times or switch the system to nighttime mode: 1. Click **Set** (or press **s** if status line is green). The **Set** submenu displays. 2. In the **Set** submenu, click on one of the following submenu commands: - **Acs**. Configures selected lines to enter a conference automatically upon dialing in. (This option displays only with an administrator or maintenance sign-in.) - **ansWer**. Sets specific lines to ignore incoming calls. - **Nighttime**. Places the system in a “no answer” mode and prevents access to operator-based commands. - **Scan time**. Specifies the interval (in seconds) between conference switches during a scan.
	Transfer	To transfer participants from one conference to another conference or establish link lines: 1. Click **Transfer** (or press **t** if status line is green). The **Transfer** submenu displays. 2. In the **Transfer** submenu, click on one of the following submenu commands: - **Conferees**. Moves one or more participants from one conference to another. - **Link lines**. Creates a physical connection between two conferences on two or more systems. - **coNference**. Moves all participants from one conference to another.

Table 57: Main tool bar (continued)

Menu	Command	Description
	Retrieve	To retrieve a line that was released back into a conference or re-access a line placed in the wrong conference: 1. Click **Retrieve** (or press **v** if status line is green). The **Access** submenu displays. For more information, see the Access table entry in Table 57. 2. Click **Place**, enter the correct conference name, and press **Enter**.
	Update	To refresh all Bridge Talk status information. **Note:** Bridge Talk displays a progress bar while an update is in progress. Bridge Talk may take several minutes to refresh depending on bridge activity. Once underway, you cannot cancel the update process. To update, click **Update** (or press **u** if status line is green).
	Help	To launch Bridge Talk help, click **Help** > (or press **?** if status line is green). **Help > About** provides the following information for your Bridge Talk connection: • Version -Bridge Talk version • Server version - version of ModAPI • Bridge Platform- MX • Bridge operating system - Linux (S6X00) or Unixware (S7X0) • Web - Avaya website address

Appendix C: Predefining Login and Operator Information

This appendix provides instructions on:

- Creating a Bridge Talk shortcut
- Predefining login information

Creating a Bridge Talk shortcut

You can create your own customized Bridge Talk shortcut for your desktop.

Tip:
Before adding a new shortcut, you should delete any previous Bridge Talk shortcuts from your desktop.

To add a Bridge Talk shortcut on the desktop:

1. In My Computer or in the right pane of **Windows Explorer** and navigate to the Bridge Talk installation path.
2. Select the **Bridge Talk.exe**
3. On the **File** menu, click **Create Shortcut**.
4. Drag the Bridge Talk shortcut icon onto the desktop.

If the Bridge Talk icon does not display:

1. Right-click on the generic shortcut icon and select **Properties**.
2. Click **Change Icon** and click **Browse**.
3. Navigate to the Bridge Talk installation directory and select the **Bridge Talk.exe**.
4. Click **Finish**.

   The Bridge Talk icon displays on your desktop.

To change any settings for the Bridge Talk shortcut:

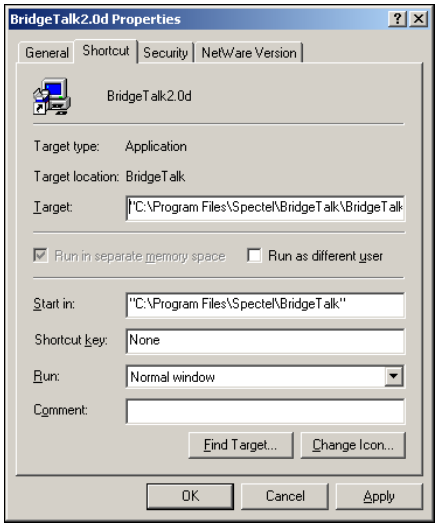
1. On the desktop, right-click the **Bridge Talk icon**, and click **Properties**.
2. Enter the new installation path in the **Target** field of the **Shortcut** window.
3. Click **OK**.

To delete, drag the shortcut to the **Recycle Bin**. The Bridge Talk program still exists on the disk.

Predefining login information

To create a customized and predefined Bridge Talk login shortcut for your desktop:

1. From your desktop, right-click and select **New > Shortcut**.
2. Click **Browse** and navigate to the Bridge Talk installation directory.
3. The default Bridge Talk installation path is `C:\Program Files\\Bridge Talk`.
4. Locate and select **Bridge Talk.exe**.
5. Click **OK** and **Next**.
6. Enter a shortcut name and click **Finish** to add the Bridge Talk shortcut to the desktop.
7. Right-click on the Bridge Talk shortcut and select **Properties**.
8. In the **Shortcut** dialog, select the **Shortcut** tab.



9. In the **Target** field, add a space, and then add the following to the end of the line:

   `-login name,password,bridgeIP`

   For example enter: "`C:\Program Files\\Bridge Talk.exe" -login m7,xyzzy,bridge34`

Tip:

To login to a specified bridge using the next available operator, enter "C:\ Program Files\3_4\Bridge Talk\Bridge Talk.exe" -login <your username>,<your password>,<bridgeIP> -operator 0

If you want to disable the Scheduler, add a space, then add the following to the end of the line:

-noscheduler

For example enter: "c:\Program Files\\Bridge Talk.exe" -noscheduler

10. Click **Apply** and **OK** to save the changes.

Using a batch script

Use a batch script similar to the following:

```
"c:\Program Files\\Bridge Talk.exe" -operator 0 -login
  m7,xyz,123.45.678.9
```

Appendix D: Administrator Tasks

This appendix includes the following:

- Predefining login information
- Administrator and maintenance options
- Lock and release of Bridge Talk areas
- Customizing Bridge Talk
- About Network Address Translation (NAT) mode
- Setting up PuTTY SSH

Note:

Predefining login information

If you want to use the same sign-in information each time you start Bridge Talk, you can create a shortcut or batch script using one or more of the predefined command-line variables described in Table 58. To locate the properties file, right-click on the Bridge Talk icon located on the desktop.

Table 58: Command line login variables

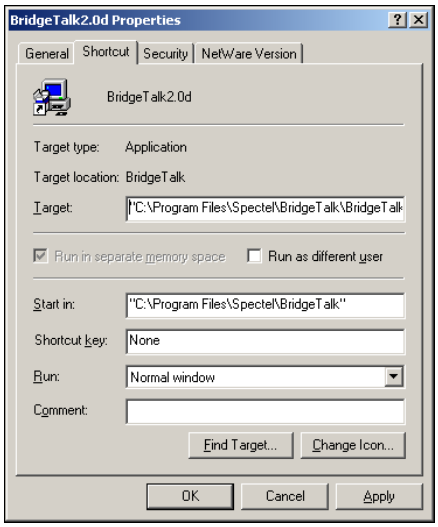
Value	Description
`-login`	Use the following comma-delimited format: `-login name, password, bridge` For example, enter: `-login m7,xyzzy,bridge34` *where: Login* is a sign-in based on a predefined set of user privileges, for example, maintenance, administrator, or operator. *Password* is the password for that user name. *Bridge* is the name of the bridge that you want to use. *Operator-number* is a number between 1 and the number of operators that your bridge can accommodate.
`-operator`	Enter an operator number or zero (0) for next available: `-operator n` For example, enter: `-operator 12`
`-noscheduler`	To disable the Bridge Talk Scheduler, enter: `-noscheduler`

Creating a customized Bridge Talk shortcut

To create a customized Bridge Talk shortcut for your desktop:

1. From your desktop, right-click and select **New > Shortcut**.
2. Click **Browse** and navigate to the Bridge Talk installation directory.
3. The default Bridge Talk installation path is `C:\Program Files\\Bridge Talk`.
4. Locate and select **Bridge Talk.exe**.
5. Click **OK** and **Next**.
6. Enter a shortcut name and click **Finish** to add the Bridge Talk shortcut to the desktop.
7. Right-click on the Bridge Talk shortcut and select **Properties**.

8. In the **Shortcut** dialog, select the **Shortcut** tab.



9. In the **Target** field, add a space, and then add the following to the end of the line:

   `-login name password,bridgeIP`

   For example enter: "`C:\Program Files\\Bridge Talk.exe" -login m7,xyzzy,bridge34`

   Tip:
   To login to a specified bridge using the next available operator, enter "`C:\Program Files\3_4\Bridge Talk\Bridge Talk.exe" -login <your username>,<your password>,<bridgename> -operator 0`

   If you want to disable the Scheduler, add a space, then add the following to the end of the line:

   `-noscheduler`

   For example enter: "`c:\Program Files\\Bridge Talk.exe" -noscheduler`

10. Click **Apply** and **OK** to save the changes.

Using a batch script

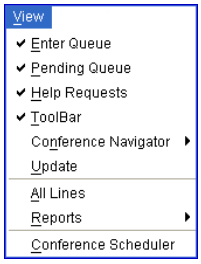
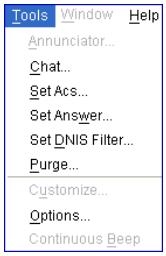
Use a batch script similar to the following:

`"c:\Program Files\\Bridge Talk.exe" -operator 0 -login m7,xyz,bridge34`

Lock and release of Bridge Talk areas

An administrator can set and lock the size and location of key task areas to prevent an operator from customizing the Bridge Talk interface. If an operator tries to move a locked window, the window instantly reverts to its former position. Table 59 describes what happens when your workstation is locked.

Table 59: Bridge Talk locked window attributes

User Interface Area	Operators
Help, Enter, or Pending queues, Chat, Conference Navigator, and Conference Room windows	Cannot customize, minimize, resize, or close these windows.
Conference Room	Can open only one Conference Room window at a time.
View Menu commands 	Cannot access the Enter or Pending queues, Help Requests, main tool bar, and Conference Navigator commands from View Menu.
Window Menu	Cannot access the Windows menu.
Tools Menu commands 	Cannot access the Customize commands. **Tip:** The Options command is available only if you have an administrator- or maintenance-level sign-in.

To lock Bridge Talk windows:

1. Log in to Bridge Talk with an administrator or maintenance level sign-in.
2. Arrange windows to suit your preferences.

Tip:
Be sure to open and position a single conference room window.

3. Choose **Tools > Options** from the menu bar.
4. Select **Workstation > Lock**

   The **Operator** status bar displays a “Workstation Locked” message. If you want to lock multiple Bridge Talk sessions, you can choose to Auto replicate this profile in the btconfig.xml file. for each server connection.

   When you select **Lock**, the other Option Selections, such as **Multiple Conference Room Windows**, become unavailable.

To unlock Bridge Talk windows:

1. Log in to Bridge Talk with an administrator- or maintenance-level sign-in.
2. Choose **Tools > Options** from the menu bar.
3. Select **Workstation > Unlock**.

   For information on setting the number of lines per column that appear in the **View > All Lines** dialog, see Setting lines per column in All Lines dialog box on page 218.

Administrator and maintenance options

If you have an administrator or maintenance level sign-in, you can configure several advanced Bridge Talk features, as well as modify settings on the connecting bridge. Table 60 describes advanced options that are available to Bridge Talk administrators.

Table 60: Administrator-level features

Option	Description
Set the number of lines per column in **View > All Lines** dialog	Select the number of lines per column that you want displayed in the **View > All Lines** dialog. See Setting lines per column in All Lines dialog box on page 218.
Set **Automatic Conference Select** (ACS)	Automatically places a caller directly into a specified conference without operator intervention or security codes. See Using the ACS option on page 218.
Lock or release Bridge Talk task areas	Determines the size and location of the **Help**, **Enter**, or **Pending** queues, and the **Conference Room** window. See Lock and release of Bridge Talk areas on page 216.
View or modify settings on the connecting bridge through Bridge Talk	Access the system administrator software while Bridge Talk is running.

Setting lines per column in All Lines dialog box

From the **User Interface Options** dialog (Figure 8), you can set the number of lines per column that appear in the **View > All Lines** dialog. For example, if you are using a NA ISDN system, you can select 23 lines per column.

Figure 8: Number of line per column setting for View All Lines window

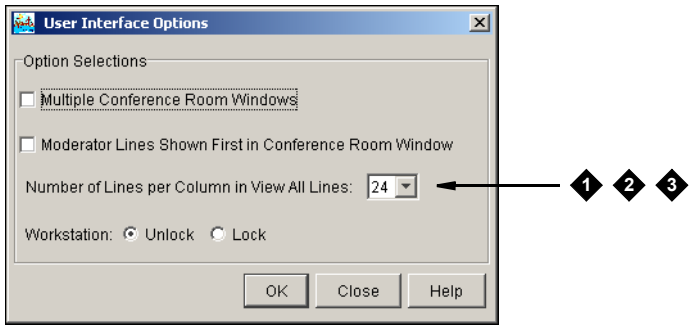


Figure notes:

1. **23 lines for NA ISDN**
2. **24 lines for T1**
3. **30 lines for E1 (Euro ISDN)**

To set the number of lines per column:

1. Choose **Tools > Options** from the menu bar.
2. From the **Number of Lines per Column** list, select the number of lines per column that you want displayed in the **View > All Lines** dialog, and click **OK**.

Using the ACS option

You can use the Automatic Conference Select (ACS) to set certain lines to place callers in a specific conference automatically.

To place callers in a specified conference:

1. From the main tool bar, click **Set**.
2. From the **Set** submenu tool bar, click **Acs**.
3. In the prompt area, enter a conference number followed by a space, and a range of lines to place. Press **Enter**.

For more information on ACS, see Chapter 13: Using Automatic Conference Select on page 225.

Customizing Bridge Talk

Each instance of Bridge Talk obtains its display and operating information from a Template.xml file and btconfig.xml file located in the Bridge Talk installation directory. These .xml files are available to Bridge Talk users with Administrator or Maintenance level privileges to customize conference room and other Bridge Talk attributes.

Global customizations can be made directly in the Template.xml file. Customizations are added to the btconfig.xml file for a specific conferencing server.

Overview of Template.xml

Administrators can configure key Meeting Exchange® 5.1 options on workstations from the Template.xml file located in the Bridge Talk installation path. Table 62 lists the `Template.xml` parameters that can be customized.

Tip:
Working with Template.xml and btconfig.xml files requires a knowledge of editing tags using Extensible Markup Language (xml).

For each Bridge Talk instance, the application looks first at the btconfig.xml file for the attributes configured for the specific conferencing server. For any attributes not listed in the customized btconfig.xml file, the application obtains it information from the Template.xml file.

Important:
Administrators should exercise caution when resetting certain parameter values in an .xml file as this may directly impact Meeting Exchange® 5.1 performance or connectivity to the bridge.

Overview of btconfig.xml

When customizing properties for specific conferencing servers, enter the new properties in the btconfig.xml file in the property listings for the specific server. Each server that requires specific customizations will have a listing in the btconfig.xml file. When a new instance of Bridge Talk is launched, the application looks for customized files for the connecting server and the login ID first in btconfig.xml. For any customizations not located in btconfig.xml for the specified login, Bridge Talk properties will be extracted from Template.xml.

Customizing Conference Room Colors

Colors for conference rooms and for security and lock can now be customized on a room by room basis. For each color coded conference name, there must be a pair of properties with the same color number. These properties are: ConfColorX and ConfColorNameX. If only one property contains the new color number, the color coding will not occur. In addition there is a property that states the largest number allowed for a color pair. If that number is exceeded, color coding will not occur.

Available Colors

The default colors of red for security and yellow for lock will be loaded with the initial Bridge Talk installation.

Available custom colors are: cyan, blue, red, gray, green, orange, magenta, pink, white, and yellow.

Color Coding Properties

Table 61 defines the customized color coding properties located in Template.xml that can be set up in the btconfig.xml file for a specific conferencing server.

n.

Table 61: Conference Colors

Property	Definition
confSecurityColor	The color defined for a secured conference. Default color is red
confLockColor	The color defined for a locked conference. Default color is yellow
confColorNameStartsWithMatching	Boolean that defines whether a color can be displayed based on a partial match of the conference name. Default is false, match must be exact.
confColorNameX (X= number starting at 1)	Conference name piece of a conference color pair. Replace the X with a color pair number. Replace "YourConfNameHere" with name of conference to which color is to be applied

Table 61: Conference Colors

Property	Definition
confColorX (X = number starting at 1))	Conference color piece of the conference color pair. Replace the X with a color pair number. Enter the color to be used for this conference color pair
maxCustomConfColors (default = 0 Set to number of custom colors needed)	This is the maximum number of color pairs Bridge Talk should look for. Default of 0 means Bridge Talk will ignore color settings. Set this in increments of 1.

Normally, when editing a profile, change the Value only. However, when setting custom colors, as shown above, use the following steps:

1. Select the profile confColorNameX. Change the X to a number, in this case, 1.
2. Replace YourConfNamehere with the name of the conference to customize, for example Test.
3. Save the changes.
4. Select the profile confColorX. Change the X to 1.
5. Set the value to a color, for example pink.
6. Save the changes.
7. Select the profile maxCustomConfColors.
8. Set the value to 1.
9. Save the changes.

Any conference named Test will now display in pink. Follow these steps for any additional customized colors, replacing X in maxCustomConfColors with an incremented number. For example, if you want to use different custom colors in 3 rooms, set maxCustomConfColors to 3.

Customizing Secured Conference Color

To customize the color for all secured conferences shown on Bridge Talk for all conferencing servers being used, find confSecurityColor in Template.xml . Edit the value to select one of the supported colors as described in Customizing Conference Room Colors.

Save the changes.

Customizing Locked Conference Color

To customize the color for all locked conferences shown on Bridge Talk, find confLockColor in Template.xml. Edit the value to select one of the supported colors as described in Customizing Conference Room Colors.

Save the changes.

template.xml File Values

Table 62 shows values assigned to the Template.xml file.

Table 62: template.xml file parameters

Parameter	Description	Default Value
allowConftoolbarFocus	Enables focus on the Conference Room tool bar. The settings are: • **True**. The spacebar can toggle the tool bar options on and off. • **False**. The spacebar cannot toggle the tool bar options on and off.	false
Answer	If set to true, operators can set individual lines to answer or not answer for dial ins	false (not hidden in Bridge Talk))
browser	Defines the default browser for launching the Launch URL button in the Conference Detail dialog. **Note:** Do not change this setting.	explorer.exe
commandPort	Enables Meeting Exchange® 5.1 to receive TCP status messages from the bridge. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 connectivity to the bridge.	20002

1 of 10

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
commandPortSSL	Integer. Determines the command port on bridge when useSSL is true.	20002
confColorNameStartsWithMatching	Defines whether a color can be displayed based on a partial match of the conference name	false
confColorNameX	Conference name piece of a conference color pair. Replace the X with a color pair number. Replace "YourConfNameHere" with name of conference to which color is to be applied	yourConfNameHere
confColorX	Conference color piece of the conference color pair. Replace the X with a color pair number. Enter the color to be used for this conference color pair	yourConfNameHere
confLockColor	Color displayed for all locked conferences	yellow
confSecurityColor	Color displayed for all secured conferences	red
CVBrowser	Defines the browser for launching the Conference Viewer application. Will be the same as the default browser. **Note:** If you are using Windows NT systems, change `explorer.exe` to `iexplore.exe`.	explorer.exe
CVServerPath	The Conference Viewer server.	<ServerName>
enableHangupButton	Enables the **Hang up** button in the **Conference Room** window. The settings are: • **True**. Operators can use the **Hang up** button to hang up the conference. • **False**. Operators cannot use the **Hang up** button to hang up the conference. The button is made unavailable.	False

2 of 10

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
EnableLineStatusUpdates	Allows the AVL, DC and FLT line counters in the status bar to be disabled. **Tip:** Turning off these line counters will improve the performance of BridgeTalk on busy systems. To reduce the amount of CPU time the Bridgetalk application consumes, set EnableLineStatusUpdates to false.	True
lineDetailDialogEnableShowConfDetails	Defines when the **Show Conf Details** button in the Find Conference area of the **Line Detail** dialog is enabled or disabled. This button gives operators access to additional instructions or information related to a conference. The settings are: • **Always**. The button is made available in the Find Conference group of the Line Details dialog and the Notes field of the Conference Detail dialog. • **NotesOnly**. The button is only available in the Find Conference group of the Line Details dialog when the Conference Notes field has text entered. This is useful for operators to know if there is text or a URL in the Notes field. See Locating conferences using Find Conference on page 76.	Always

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
LineDetailDialogShowFind Button	Enables the **Find Conference** function in the **Line Detail** dialog. The settings are: • **True**. Operators can use the **Hide/ Find** function to search for conferences. The **Hide/Find** button is visible. • **False**. Operators cannot use the **Hide/ Find** button to search for conferences. The **Hide/Find** button is hidden.	Always
maxCustomConfColors (default = 0 Set to number of custom colors needed)	This is the maximum number of color pairs Bridge Talk should look for. Default of 0 means Bridge Talk will ignore color settings. Set this in increments of 1.	
maxNumOpers	Sets the maximum number of operators allowed.	12
moderatorFirstinConferenceR oomwindow	When set to true, all moderators will be listed first in the open conference room	false
NatConnection **Tip:** This is the only visible NAT property until you set the Value to True, save the change, and close and reopen Bridge Talk.	Enables multiple workstations running Meeting Exchange® 5.1 to share a single IP address or several IP addresses. The settings are: • **True**. Uses NAT mode if supported by the connecting bridge. • **False**. Does not use NAT mode. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 connectivity to the bridge. For more information on NAT mode, see About Network Address Translation (NAT) mode on page 233.	False

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
NatTcpBridgePort **Tip:** Visible after NatConnection is set to true.	The NAT TCP status port used by the bridge. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance or connectivity to the bridge.	20008
NatTcpBridgePortSSL	Integer. Status port for communication with NAT-enabled bridges when useSSL is true.	20010
NatTcpKeepAliveMSec **Tip:** Visible after NatConnection is set to true.	The TCP session keep-alive interval in milliseconds. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 connectivity to the bridge.	60000
NatUdpBridgePort **Tip:** Visible after NatConnection is set to true.	The NAT UDP status port used by the bridge. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 connectivity to the bridge.	20008
NatUdpKeepAliveMSec **Tip:** Visible after NatConnection is set to true.	The keep-alive interval in milliseconds for the UDP session. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 connectivity to the bridge.	30000 (milliseconds)
NightTime	If set to true NightTime mode can be set from File> Management	false (hidden)
noEnterQueueSelection	If set to true, requires operators to click Get Next Enter button to access line	false

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
numConfRoomWindows	The number of conference rooms that can be opened simultaneously	3
numPromptSetLangs	The number of languages used for Prompt Set.	4
promptSetLang1	The language identified by the number **1** used in Prompt Set. **Note:** Verify that each prompt set language you define is consistent across multiple bridges.	English
promptSetLang2	The language identified by the number **2** used in Prompt Set. For example, enter German.	2
promptSetLang3	The language identified by the number **3** used in Prompt Set, such as Portuguese.	3
promptSetLang4	The language identified by the number **4** used in Prompt Set, such as French. **Note:** The maximum is 20 languages.	4
schapi_timer_C	Sets the maximum number of seconds allowed for any action, such as search or purge, before the bridge drops the connection to the Scheduler. **Note:** The `schapi_timer_C` parameter only appears after you open and close the Scheduler, and then exit Meeting Exchange® 5.1. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance or connectivity to the bridge.	600 (seconds)

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
schedulerApp **Tip:** Do not change setting	Sets the type of scheduler used. The options are: • **BTSched**=Classic	BTSched
schedulerNoPrompt **Tip:** Do not change setting	Displays or hides the Scheduler Selection dialog. The settings are: • **False**=Hides the dialog. Bridge Talk launches the scheduler defined in the schedulerApp parameter.	true
showLineModifyIndicator	Sets the **Line Modification Indicator**. The settings are: • **False**=Hides the Line Modification indicator. • **True**=Displays the Line Modification indicator.	True
showTimeInHelpQueue	Displays the hours, minutes, and seconds since the line entered the queue.	True
SSchedPath	Sets the path for the Advanced scheduler. **Note:** If you install the Advanced scheduler in a non-default location and plan to book conferences through Meeting Exchange® 5.1 using this scheduler, change the path to match the non-default location.	Depends on selection
showResGroup	Shows or hides the Res Group box. The settings are: • **False**=Hides the Line Modification indicator. • **True**=Displays the Line Modification indicator. For more information, see About reservation groups on page 69 and Using the Start Conference option on page 78.	True

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
resGroupDefault	Populates Res Group box with a default group, such as 0.	0
showTimeInHelpQueue	Periodically updates Help Queue window to show the length of time a line has been in the help queue	true
statusTCPKeepAliveMsgWait	The interval in seconds that Meeting Exchange® 5.1 waits to receive a TCP status message after the `statusTCPLastMsgInterval` timer expires. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance or connectivity to the bridge.	10 (seconds)
statusTCPLastMsgInterval	The maximum interval in seconds to wait for a TCP status message. After the interval ends, Meeting Exchange® 5.1 sends a keep alive status message. At this point, the statusTCPKeepAliveMsgWait timer begins. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance or connectivity to the bridge.	60 (seconds)
TalkMSecInterval	The interval in milliseconds that talk bits are sent from the bridge. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance.	500 (half-second)

8 of 10

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
TcpStatusPort	Set this parameter to a non-zero value to receive TCP status messages from the bridge. **Note:** Meeting Exchange® 5.1 does not use this port in NAT mode. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance or connectivity to the bridge.	5021
tcpStatusPortSSL	Integer. Determines the status port on bridge when useSSL is true.	5022
timeInQueueInterval	Periodically updates EnterQueue window to show the length of time a line has been in the queue.	10 (seconds)
UdpStatusPort	Enables Meeting Exchange® 5.1 to receive UDP status messages from the bridge. **CAUTION:** Modifying this value may affect Meeting Exchange® 5.1 performance or connectivity to the bridge.	5020

Table 62: template.xml file parameters (continued)

Parameter	Description	Default Value
useSSL	Determines if Bridge Talk connection to the conferencing server will be encrypted. **Note:** If useSSL is set to true and BridgeTalk fails to establish an encrypted connection to the Bridge, a non-encrypted connection will then be attempted. A similar retry occurs when useSSL is set to false. **Important:** Set the value to "false" if you are using an S700 or S780 conferencing server.	true
windowLockDown	Do not use. **Tip:** Lock the Workstation from Tools > Options	false

10 of 10

Enabling and disabling Bridge Talk logging

To turn on Bridge Talk logging:

1. Go to **Help > About**
2. Press **CTRL** + **t.** Runtime tracing has been enabled.

Each login will produce a separate file to facilitate troubleshooting issues. The log files are identified by the login name and the server connection as shown in the example below:

```
kjh-135.35.42.34.log
```

To turn on ModAPI debug logging:

1. Go to **Help > About**
2. Press **CTRL** + **d**. ModAPI debug logging has been enabled.

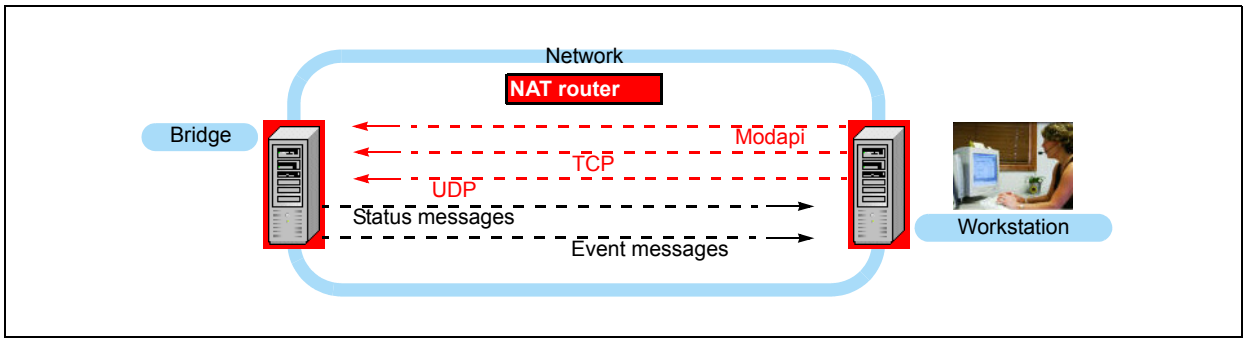
Tip:
CTRL + t and CTRL + d are toggle commands.

About Network Address Translation (NAT) mode

Using the Network Address Translation (NAT) mode, multiple workstations running Meeting Exchange® 5.1 can share a single IP address or several IP addresses. Specifically, NAT maps an internal IP address and a TCP (or UDP) port to a different external IP address and port.

In NAT mode, Bridge Talk initiates all sessions (Modapi, TCP events, and UDP status events) from the client side and keeps the connections active by sending keep-alive messages. In turn, the server outputs event and status messages over all types of NAT routers as shown in Figure 9.

Figure 9: Meeting Exchange® 5.1 with NAT mode enabled



NAT-enabled and standard Meeting Exchange® 5.1 sessions can run concurrently on the same bridge.

Note:
If Bridge Talk does not detect NAT mode on a connecting bridge, the session reverts to the standard (Non-NAT) mode.

The basic steps are:

1. Bridge Talk initiates the main command and reply TCP session.
2. Bridge Talk starts another TCP session to a designated port (20008/tcp) on the bridge.

   Tip:
   Port 20008 can be changed to another port by the system administrator.

   The first session command over this channel indicates to the bridge that it is a TCP-status session associated with a specific command/reply. Bridge Talk reissues this keep-alive command every 60 seconds (default).
3. Bridge Talk initiates a UDP session to a designated port (20008/udp) on the bridge.

   Although UDP does not have a session concept as such, the first session command over this channel informs the bridge that it is a UDP-status session associated with a specific

command/reply. Bridge Talk reissues this keep-alive command every 30 seconds (default) to maintain the NAT channel mappings.

Configuring NAT on a workstation

To set up NAT on a workstation:

1. Install Bridge Talk.
2. Launch Bridge Talk and change NatConnection to true in Template.xml. Close and reopen Bridge Talk to populate the .xml file with the default values for the remaining NAT properties.

   For descriptions and default values, see Table 63.
3. Save and close Template.xml.
4. Log out and connect to a bridge that is NAT enabled.

   Bridge Talk installation or upgrade procedures provide NAT capability by including the following lines in the `/etc/services` file:

modapi-nattcp	20008/tcp	This port must match the NatTcpBridgePort in the .xml file.
modapi-natudp	20008/udp	This port must match the NatUdpBridgePort in the `.xml file`.

Tip:
The system administrator should verify that the NAT lines are included in the /etc/services file on each bridge designated as NAT enabled.

Table 63 describes the NAT-specific parameters contained in the Template.xml file.

Table 63: NAT Parameters in Template.xml

Parameter	Description	Default Value
NatConnection	The settings are: • **False**. (Default) Does not use NAT mode. • **True**. Uses NAT mode if supported by the connecting bridge.	False
NatTcpBridgePort	The NAT TCP status port used by the bridge. If you change this port, be sure that the system administrator changes the modapi-nattcp port on the bridge.	20008

1 of 2

Table 63: NAT Parameters in Template.xml (continued)

Parameter	Description	Default Value
NatTcpKeepAliveMSec	The TCP session keep-alive interval in milliseconds.	60000
NatUdpBridgePort	The NAT UDP status port used by the bridge. If you change this port, be sure that the system administrator changes the modapi-natudp port on the bridge.	20008
NatUdpKeepAliveMSec	The keep-alive interval (in milliseconds) for the UDP session.	30000
PingMSecInterval	The keep-alive interval (in milliseconds) for the main session. This is a Meeting Exchange® 5.1 parameter used with NAT mode.	30000
TcpStatusPort	Although Meeting Exchange® 5.1 does not use this port in NAT mode, set this parameter to a non-zero value to receive TCP status messages from the bridge.	5021
UdpStatusPort	Although Meeting Exchange® 5.1 does not use this port in NAT mode, set this value to a non-zero number to receive UDP status messages from the bridge.	5020
		2 of 2

For information on NAT-related error messages, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

Setting up PuTTY SSH

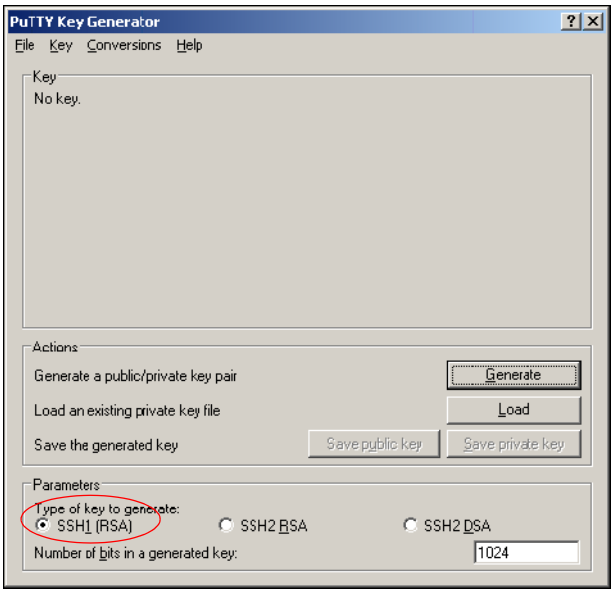
PuTTY SSH provides a secure, remote connection to the system administrator software when accessed through Bridge Talk by using encryption, secure tunneling capabilities, and authentication methods.

Note:
The system supports OpenSSL version 9.6.

Generating an SSH1 (RSA) key

To create public and private keys for **SSH1 (RSA)**:

1. From the Bridge Talk installation directory, double-click on **puttygen.exe**.
2. In the **PuTTY Key Generator** dialog, select the **SSH1 RSA** option under **Parameters** as shown.



Note:
Verify that the `SshProt` value is set to `dword:00000001` in the `puttyS700.reg` file located in the Bridge Talk installation directory.

3. Click the **Generate** button in the **Actions** panel.
4. Hover your mouse over the empty area of the new dialog while the random key is generating.
5. Enter and confirm passphrase (password).

   Passphrases are optional.

Tip:
Jot down the passphrase to use as a SSH login to the bridge. If you forget the password, you will have to generate new keys. However, be aware of security issues when writing down passwords.

6. Click on the **Save public key** button in the **Actions** panel to save the public key.
7. Name the file, `putty_pub_key`, and save the key in the Bridge Talk installation directory.

Note:
Contact your system administrator to install the `putty_pub_key` file in the **PuTTY SSH** accounts folder. There may be some minor format modifications required before installing the file.

8. Click on the **Save private key** button in the **Actions** panel to save the private key.
9. Name the file, `putty_priv_key`, and save the key in the Avaya Meeting Exchange® 5.1 installation directory.

   After the system administrator creates an `authorized_keys` file on the bridge, you can export the public keys to the bridge into the `authorized_keys` file using FTP.

   Table 64 displays the basic PuTTY format. Note that you have to edit the PuTTY format to create the OpenSSH format, which removes line breaks and specified key information, as detailed in the following instructions.

Table 64: Basic PuTTY format

Type	Format
PuTTY	`1024 37 (existing line break)` `12002192821661541790684414554524137876858419790133142585390545318320336813150430357872048196056222109119559083493035293879999545105927296054742607096543859006468004029164467953428429041264291622262882325716872972102707491455360422416457991205894056243334224002753553764709850277659393664305132312794059486363 9` `ssh1-rsa-key-20030923`
OpenSSH	`1024371200219282166154179068441455452413787685841979013314258539054531832033681315043035787204819605622210911955908349303529387999954510592729605474260709654385900646800402916446795342842904126429162226288232571687297210270749145536042241645799120589405624333422400275355376470985027765939366430513231279405948636399`

To create an OpenSSH format for **SSH1 (RSA)**:

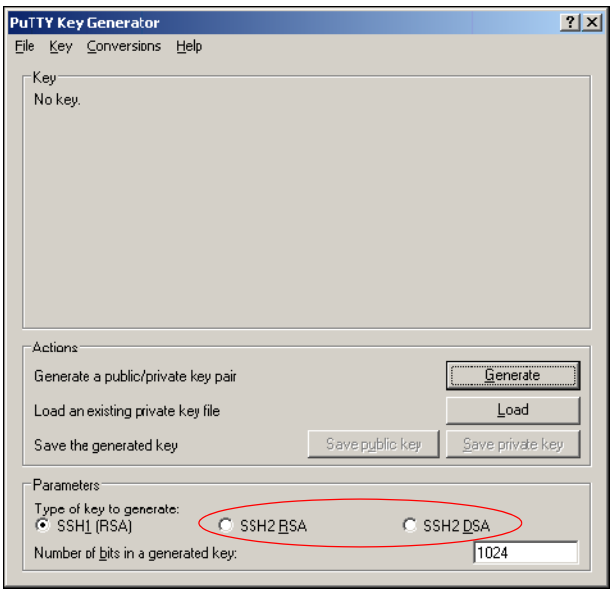
1. Remove the specified key information, for example, `ssh1-rsa-key-20030923`.
2. Remove line breaks to create a single, continuous line.
3. Save and close the `authorized_keys` file.

Generating an SSH2 RSA or SSH2 DSA key

To create public and private keys for **SSH2 RSA** or **SSH2 DSA**:

1. From the Bridge Talk installation directory, double-click on **puttygen.exe**.

2. In the **PuTTY Key Generator** dialog, select the **SSH2 RSA** or **SSH2 DSA** option under **Parameters** as shown.



Note:
Verify that the `SshProt` value is set to `dword:0000000<x>` in the `puttyS700.reg` file located in the Bridge Talk installation directory. For example, change the value to `00000002` if you select the **SSH2_RSA** protocol. Change the value to `00000003` if you select the **SSH2_DSA** protocol. Distribute the modified `puttyS700.reg` file to all workstations.

3. Click the **Generate** button in the **Actions** panel.
4. Hover your mouse over the empty area of the new dialog while the random key is generating.
5. Enter and confirm passphrase (password).

   Passphrases are optional.

   Jot down the passphrase to use as a SSH login to the bridge. If you forget the password, you will have to generate new keys. However, be aware of security issues when writing down passwords.
6. Click on the **Save public key** button in the **Actions** panel to save the public key.
7. Name the file, `putty_pub_key`, and save the key in the Bridge Talk installation directory.

Note:
Contact your system administrator to install the `putty_pub_key` file in the **PuTTY SSH** accounts folder. There may be some minor format modifications required before installing the file.

8. Click on the **Save private key** button in the **Actions** panel to save the private key.

9. Name the file, `putty_priv_key`, and save the key in the AvayaBridge Talk installation directory.

   After the system administrator creates an authorized_keys file on the bridge, you can export the public keys to the bridge into the `authorized_keys` file using FTP.

   Table 65 provides a format example for the **SSH2_RSA** protocol.

Table 65: SSH2 RSA_protocol

Type	Format

PuTTY	`Comment: "ssh2-rsa-key-20030923"`
	`AAAAB3NzaC1yc2EAAAABJQAAAIEAhkpcm14P+J7hC/4/`
	`5T0Ez4wmWXlfN0s/`
	`SC0d8jtgIRbsXnruPEm+KmKcj9YJN8JFFJj8Fva4f2uVaz`
	`pjIEbD7EM9ZfWkRrPbXv5brRoOfLXj4HXQ0x4B4j8GELUe`
	`uLlvt0QI+i/`
	`zZAbAua3SdmpymCJwA5OHDFbmC+u13wdA1i8=`

OpenSSH	`ssh-rsa`
	`AAAAB3NzaC1yc2EAAAABJQAAAIEAhkpcm14P+J7hC/4/`
	`5T0Ez4wmWXlfN0s/`
	`SC0d8jtgIRbsXnruPEm+KmKcj9YJN8JFFJj8Fva4f2uVaz`
	`pjIEbD7EM9ZfWkRrPbXv5brRoOfLXj4HXQ0x4B4j8GELUe`
	`uLlvt0QI+i/`
	`zZAbAua3SdmpymCJwA5OHDFbmC+u13wdA1i8=`

Table 66 provides a format example for the **SSH2_DSA** protocol.

Table 66: SSH2_DSA protocol

Type	Format

PuTTY	`Comment: "dsa-key-20030923"`
	`AAAAB3NzaC1kc3MAAACAY9A4Gcb/`
	`brCOxL2hmSfC6lb9lX3dk0s1qiCPh7kuAvCZvmvp9eNa7y`
	`gZ8Ld36xeSN5XzkLKS23d7BWsrkoNXmemRBUKPzwMh8w66`
	`GDprTM5YUmyWnmGSUVtUOcxOy9KJatu8mmT5uHg9Ey8Yn6`
	`Uq8KesFJy6OfL6LJ77wPWkVu0AAAAVAIlSDJusRS4t/`
	`0yZ3uFd2yw3FWGtAAAAgAFk/J+J/`
	`KVH5uFAhV9RH8ZfCoQlPdDrv4icSxTTuRCRCtDOurtwQ/`
	`VDuRSasJAn3NnxIghRl8qzIpQjjGkHJVJVTUfIoi2s97oy`
	`fDZExMqq2Jiran0SH+HVSZx1LhlfFmg7rONBEdwNKoTB9e`
	`bmuGb3nSnM7nNpBDtdUAigNu6EAAAAgCvB930HigyXxrXY`
	`qXc9Q2EFCEYPUS3AZSU0sOoHc2n9Xo1ANt/`
	`MsNCTfmDT5YPoqle8sB2BIQeLU1CayuWtM3WMAGaFYKzFe`
	`69tnho7Y6UlWdJcYm05UJ17eck7oyDfsw8DLHDclHhLNNd`
	`r38wc2l3GjWVaAitvbb1CoNM37P53`

OpenSSH	`ssh-dss AAAAB3NzaC1kc3MAAACAY9A4Gcb/`
	`brCOxL2hmSfC6lb9lX3dk0s1qiCPh7kuAvCZvmvp9eNa7y`
	`gZ8Ld36xeSN5XzkLKS23d7BWsrkoNXmemRBUKPzwMh8w66`
	`GDprTM5YUmyWnmGSUVtUOcxOy9KJatu8mmT5uHg9Ey8Yn6`
	`Uq8KesFJy6OfL6LJ77wPWkVu0AAAAVAIlSDJusRS4t/`
	`0yZ3uFd2yw3FWGtAAAAgAFk/J+J/`
	`KVH5uFAhV9RH8ZfCoQlPdDrv4icSxTTuRCRCtDOurtwQ/`
	`VDuRSasJAn3NnxIghRl8qzIpQjjGkHJVJVTUfIoi2s97oy`
	`fDZExMqq2Jiran0SH+HVSZx1LhlfFmg7rONBEdwNKoTB9e`
	`bmuGb3nSnM7nNpBDtdUAigNu6EAAAAgCvB930HigyXxrXY`
	`qXc9Q2EFCEYPUS3AZSU0sOoHc2n9Xo1ANt/`
	`MsNCTfmDT5YPoqle8sB2BIQeLU1CayuWtM3WMAGaFYKzFe`
	`69tnho7Y6UlWdJcYm05UJ17eck7oyDfsw8DLHDclHhLNNd`
	`r38wc2l3GjWVaAitvbb1CoNM37P53`

Procedures for creating an OpenSSH format

Use one of the following methods to create an **OpenSSH** format:

- Use the **ssh-keygen** tool located on the bridge, which generates keys and configures OpenSSH formats automatically.
- To configure an **OpenSSH** format manually:

a. Remove the specified key information, for example, `ssh2-rsa-key-20030923`.

b. Remove line breaks to create a single, continuous line.

c. Save and close the `authorized_keys` file.

Converting an SSH2 Public key

Use the ssh-keygen tool located on the bridge to convert a public key to a format that works with OpenSSH by entering the following command:

```
ssh-keygen -i -f putty_public_key >> ~/.ssh/authorized_keys
```

Exporting public keys to the bridge using FTP

To export the public keys to the bridge:

1. Connect to the bridge using FTP.
2. Locate the home directory of the account you want to access, dcbadmin or dcbmaint.
3. Verify that the `authorized_keys file` exists using:

   `./ssh/authorized_keys`

   If the file does not exist, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers* for instructions on setting up an authorized_keys file.
4. Modify the public key if you want PuTTY to work with OpenSSH depending on the protocol selected, for example, SSH1 RSA, SSH2 RSA, or SSH2 DSA.

Launching PuTTY SSH from Bridge Talk

To launch the administrator software using the **PuTTY SSH** option:

1. Launch Bridge Talk and choose **File > Session** from the menu bar.
2. Select the task you want, **Administrator** or **Maintenance**.
3. Choose **PuTTY SSH** from the **Console** dialog and click **OK** as shown.

You will see the **Console Application** dialog only once. After you select a telnet application, Meeting Exchange® 5.1 stores your selection in the `Template.xml file.` for subsequent, automatic access.

Note:

OpenSSH is a third party product not licensed by, or distributed through, Avaya. License for this product is available with the software. For instructions on installing OpenSSH, see the or *Meeting Exchange 5.1 Administration and Maintenance Guide for the S6200/S6800 Servers*.

To return to Bridge Talk, Select **Exit** and press **Enter**. The telnet or PuTTY application will close and relaunch Bridge Talk.

Index

A

Access
description of . . . 200
line hang up . . . 200
Access a line
from a locked conference . . . 48
in operator status line . . . 37
in progress column, Pending . . . 71
indicator . . . 71
operator status . . . 37
to mute a noisy line . . . 149
using line access shortcut . . . 38
when line is disconnected . . . 107
Access code
Directly to Conf option . . . 95
in dial list . . . 95
option in BlastDial . . . 96
Accounting code
description, scheduling field . . . 166
ACS (Automatic Conference Select)
command for, in Display submenu . . . 202
hunt group, problems with . . . 63
lines . . . 61
report . . . 193
report, menu bar . . . 193
Additional information on
annunciator messages . . . 54
applying gain . . . 154
audio path . . . 21
BlastDial . . . 106
clearing all features . . . 161
conference IDs . . . 46
entry tones . . . 47
exit tones . . . 47
faulting a line . . . 155
Get Next Enter . . . 70
lecture . . . 50
listening commands . . . 148
locking . . . 48
manual dial . . . 107
muting a line . . . 51
Name Record/Playback . . . 170
providing help . . . 135
Q&A . . . 124
security . . . 49
Administrator
opening a telnet session . . . 190
privileges for . . . 19
Alarm
messages, displayed . . . 35
Alarm messages . . . 28
allowConfToolBarFocus
parameter in bridge.properties . . . 222
AM
scheduling start or end times, Flex . . . 177
scheduling start, end times, on-demand . . . 174
Analog
music channel, adding to conference . . . 55
Animated
cursor, problems with . . . 29
Annunciator
command, in Options submenu . . . 205
Annunciator messages
additional information . . . 54
default, used with Directly to Conf . . . 105
non-English, support for . . . 184
playing back . . . 54
Answer
command for, in Display submenu . . . 202
reports, menu bar . . . 193
Application
copying bridge.properties file to workstations . . . 217
fail over message . . . 35
keyboard shortcut keys . . . 37
modifying windows . . . 40
operator conference, description of . . . 29
server fail over message . . . 35
setting up several sessions, on different bridges . . . 23
table describing sections of . . . 28
table listing Conference commands . . . 195
table listing FastDial commands . . . 196
table listing Line commands . . . 194
table listing Menu bar options . . . 190
table listing Tools commands . . . 197
table listing View commands . . . 191
table of sign-in privileges . . . 19
using the main tool bar . . . 199
Ask?
button, in Q&A . . . 125
Assistance
responding to help requests, description . . . 36
Associate
in Roster List dialog . . . 82
Audio
assessing quality . . . 148
link line, establishing . . . 22

music, establishing path for . . . 22
operator, establishing path for . . . 22
prompt in Enter or Pending . . . 70
record/playback, establishing path for . . . 22
setting paths, multiple sessions . . . 23
Audio conferencing system name
in title bar . . . 18, 28
Audit
a conference . . . 141
Auto
blast, description, scheduling field . . . 166
Auto Extend Duration
conference duration, when scheduling . . . 181
in subconferences . . . 145
scheduling for . . . 181
Auto Extend Ports
in subconferences . . . 145
scheduling for . . . 181
Automatic Conference
Clear, additional information on . . . 161
ID . . . 46
AUTOVLL
VLL (audio) line, global conferences, description . 34
Available Colors . . . 220
Available lines
See also AVL
AVL
number of available lines, on operator status bar . 37

B

Back
command, on Access submenu . . . 200
Base
line status, description of . . . 52
Beep
audio prompt, in Enter, Pending queues . . . 70
continuous . . . 155
Billing Code
display, in Conference Details dialog . . . 136
for VoIP . . . 81
in subconferences . . . 145
Prompt, scheduling field . . . 167
Blast
Annunciator, scheduling field . . . 167
command, FastDial submenu . . . 203
BlastDial
accessing lines . . . 106
additional information . . . 106
automatic, triggered by moderator . . . 106
Blast Annunciator, description, scheduling field . . 167
clearing all lines . . . 106
placing callers . . . 106
starting line number . . . 104
using reBlast . . . 106
Block Dialout
description, scheduling field . . . 167
Bridge
setting up several sessions . . . 23
Bridge.properties file
copying to workstations . . . 217
DNIS/DDI filter option . . . 67
Browser
parameter in bridge.properties . . . 222

C

Call counts
command for, in Display submenu . . . 202
command, in Purge submenu . . . 205
report, Menu bar . . . 193
Call transfers . . . 128
Call type
command, from Access submenu . . . 200
command, Line submenu . . . 204
in Line Detail dialog . . . 80
Callers
adding details, during Polling . . . 111
handling dial ins from . . . 65
ID, displayed in Line Detail dialog . . . 73
listening to recorded audio . . . 77
placing into conferences . . . 61, 70
See also Conferees or Participants
Calls
answering . . . 70
automatically answering . . . 61
blast dialing all conferees . . . 102
clearing counts . . . 159
FastDial (dialing one at a time) . . . 107
ignoring . . . 61
placing . . . 91
setting no answer mode . . . 62
CDR
accounting code, description, scheduling field . . 166
caller information . . . 73
passcode, last entered . . . 33
phone number, extension . . . 77
VoIP call data . . . 81
Change Conf Opt
description, scheduling field . . . 168
Channel
placing, to record a conference . . . 201
setting up recording audio path . . . 22
Chat
area location on UI . . . 35
command, in Options submenu . . . 205
messages, displayed . . . 28
messages, how to send . . . 141
messages, using Conference Viewer . . . 142
Clear Indicator

in Line submenu . . . 71
Clearing
all features, command button . . . 201
all features, from Conference Room . . . 161
CLPG, definition of . . . 106
features, additional information . . . 161
line modification indicator . . . 71
Clock
setting 12-hour or 24-hour . . . 28
Code
conferee, description, scheduling field . . . 168
moderator, description, scheduling field . . . 169
optional passcode . . . 95
Code Duration
scheduling for . . . 181
CODR
conference ID . . . 45
conference minutes . . . 160
conference name . . . 45
confirmation number . . . 168
VoIP call data . . . 81
Color Coding Properties . . . 220
Colors, Customrized for rooms . . . 220
Columns
changing in UI windows . . . 40
Command line
mode, using the main tool bar . . . 199
commandPort
parameter in bridge.properties . . . 222
Commands
Access, on main tool bar . . . 200
Clear CLPG . . . 106
Conference - Audit . . . 195
Conference - Details . . . 195
Conference - Hang up . . . 195
Conference - Help . . . 195
Conference - Listen . . . 195
Conference - New . . . 195
Conference - Polling . . . 195
Conference - Q&A . . . 195
Conference - Record/Playback . . . 195
Conference - Scan . . . 195
Conference - Transfer . . . 195
Conference, on main tool bar . . . 201
Details, modifying participant information . . . 140
Display, description of tool bar commands . . . 163
Enter, on main tool bar . . . 202
FastDial - Blast . . . 196
FastDial - Dial . . . 196
FastDial - Edit . . . 196
FastDial - Hold Dial . . . 196
FastDial - New . . . 196
Fastdial, on Main tool bar . . . 98
Fastdial, on main tool bar . . . 98, 203
File - Exit . . . 190
File - Logout . . . 190
File - Nighttime . . . 190
File - Open . . . 190
File - Print Setup . . . 190
File - Session . . . 190
Help - About . . . 198
Help - Topics . . . 198
Hold Dial List . . . 101
Hold Line! . . . 101
Line - Access . . . 194
Line - Audio Path . . . 194
Line - Details . . . 194
Line - Enter . . . 194
Line - Find . . . 194
Line - Help . . . 194
Line - Listen . . . 194
Line - Operator Talk . . . 194
Line - Release . . . 194
Line - Retrieve . . . 194
Line - Transfer . . . 194
Line, on main tool bar . . . 204
Moderator toggle . . . 200
Music, on main tool bar . . . 204
Mute . . . 200
Options, on main tool bar . . . 205
Retrieve, on main tool bar . . . 207
set nighttime . . . 62
Set, on main tool bar . . . 206
Tools - Annunciator . . . 197
Tools - Chat . . . 197
Tools - Continuous Beep . . . 197
Tools - Customize . . . 197
Tools - Options . . . 197
Tools - Purge . . . 197
Tools - Set Answer . . . 197
using hot keys . . . 39
View - All Lines . . . 192
View - Conference Navigator . . . 191
View - Conference Scheduler . . . 193
View - Enter queue . . . 191
View - Help Requests . . . 191
View - Pending queue . . . 191
View - Reports . . . 193
View - Tool bar . . . 191
Windows - Cascade . . . 198
Windows - Docked . . . 198
Windows - Tile Horizontal . . . 198
Windows - Tile Vertical . . . 198
Company
name, command in Access submenu . . . 200
name, in submenu command . . . 204
Conf PIN
conference PIN list, definition of . . . 171
Conferees
assisting . . . 113, 134

blast dialing all simultaneously . . . 102
changing votes of . . . 113
code, description, scheduling field . . . 168
FastDial (dialing one at a time) . . . 107
helping . . . 113, 134
modifying caller information . . . 140
questions from . . . 118, 119
questions from during Q&A . . . 123
voting in conferences . . . 110
See also Callers or Participants
Conference Activity
display command, Options submenu . . . 205
report, Menu bar . . . 193
Conference Detail dialog
accessing, modifying . . . 136
adding music . . . 55
billing code display . . . 136
cross reference display . . . 136
global ID display . . . 136
menu item . . . 195
Conference features
Auto Extend Duration field . . . 181
Auto Extend Ports setting . . . 181
Code Duration field . . . 181
Conference Viewer setting . . . 181
End Time field . . . 181
Entry and Exit tones . . . 182
Hang up (moderator) field . . . 182
Maximum Lines setting . . . 182
Music field . . . 183
Prompt Set setting . . . 184
Security field . . . 184
Start Time field . . . 183
Conference IDs
additional information . . . 46
description, scheduling field . . . 168
setting . . . 45
Conference Name
description, scheduling field . . . 168
Conference Navigator window . . . 28
changing location of . . . 32
modifying conference information . . . 136
viewing subconferences . . . 143
Conference Note . . . 142
Conference Recording
line, in Conference Room, description of . . . 34
Conference Type
description, scheduling field . . . 168
Conference Viewer
description, scheduling field . . . 181
scheduling for . . . 181
using . . . 142
Conferences
adding callers . . . 61, 70
adding gain to voice levels . . . 153
adding operator channel . . . 37
auditing . . . 141
automatically placing callers in . . . 61
checking line audio quality . . . 148
creating new, EPV . . . 44
deleting records . . . 161
description of . . . 201
dial lists . . . 102
dialing a single number during . . . 106, 108
for operators only . . . 29
hang up lines in . . . 201
hanging up all lines . . . 195
IDs . . . 45
including a note . . . 142
locking . . . 48
managing . . . 157
menu, description of . . . 195
modifying lines for . . . 186
modifying schedules of . . . 186
music, during FastDial . . . 101
naming . . . 45
placing callers in . . . 70
preventing entry (locking) . . . 48
printing schedule information . . . 187
providing music, before conference starts . . . 55
recording . . . 86
report, Menu bar . . . 193
reports . . . 162
retrieving lines from . . . 207
scanning . . . 152
scheduling attended . . . 172
scheduling on-demand . . . 173
scheduling, a Flex conference . . . 174
scheduling, a Flex conference call . . . 174
securing from outside listeners . . . 48, 49
setting up music audio path . . . 22
that operator is connected to . . . 37
tones for . . . 46
transferring link lines to . . . 131
transferring, using tool bar . . . 206
using Conference Scheduler . . . 165
viewing information about . . . 28
voting during . . . 110
Conference-wide
help, description of . . . 135
Confirmation number
additional information on . . . 46
description, scheduling field . . . 168
Continuous beep
description of . . . 155
Converting
public keys to OpenSSH format . . . 241
Cost center
associating with conference . . . 46
Counts

changing vote . . . 113
clearing call . . . 159
non-English language support for . . . 184
participants, Name Record/Playback . . . 184
Cross-reference
display in Conference Detail . . . 136
number, for subconferences . . . 143
Current
line status, description of . . . 52
Cursor
animated, problems with . . . 29
Customer identifier
associating with conference . . . 46
Customizing Conference Room Colors . . . 220
Customizing conference room colors . . . 220
Customizing Locked Conference Color . . . 222
Customizing Secured Conference Color . . . 221
CV Chat
starting Conference Viewer session, from Q&A . . . 122
CVBrowser
parameter in bridge.properties . . . 223
CVServerPath
parameter in bridge.properties . . . 223

D

DC
disconnected line status . . . 37
See also Disconnect
DDI
filtered Enter queue . . . 67
Dedicated
link line, defining . . . 59
Delay
adding to dialing sequence . . . 108
Details
conference, accessing or modifying . . . 136
modifying caller information . . . 140
Dial
command, FastDial submenu . . . 203
command, from Access submenu . . . 200
Dial in
placing callers into conferences . . . 66
Dial lists
creating . . . 93
deleting . . . 92
duplicating . . . 92, 96
modifying . . . 92, 96
naming, character limitation on . . . 92
printing . . . 92
using multiple . . . 102
Dial out
adding 9 to a phone number . . . 107, 108
blast . . . 102
FastDial (dialing one at a time) . . . 107
overview . . . 97
table that lists types of . . . 98
Digital
music channel, adding to conference . . . 55
recording, external, overview . . . 86
recording, external, reserving lines . . . 182
Directly to Conf
default annunciator message . . . 105
optional access code . . . 95
Disconnect
a VL line . . . 59
all lines, from Menu bar . . . 195
an entire conference . . . 201
audio prompt, on Menu bar . . . 197
hangup, all lines in a conference . . . 158
hangup, one or more lines . . . 158
mode, audio prompt for . . . 155
number of lines, on status bar . . . 37
purge lines, from Menu bar . . . 197
re-establishing, disconnected line . . . 107
removing disconnect mode . . . 205
when moderator hangs up . . . 182
Display
As Entered, check box . . . 101
description of tool bar commands . . . 163
DNIS
Direct mode, in Pending queue, definition . . . 67
ENT, caller status . . . 37
filtered Enter queue . . . 67
using with on-demand conferences . . . 174, 177
DTMF
overview of, in subconferences . . . 143
passcode, last-entered, Line Detail . . . 75
subconferences, overview of . . . 144
See also Touchtone
Duplicate
a dial list . . . 92, 96
Duration
Auto Extend, scheduling for . . . 181

E

Edit
command, FastDial submenu . . . 203
enableHangupButton
parameter in bridge.properties . . . 223
End Time
scheduling for . . . 181
ENT
caller status . . . 37
Enter
command, description of . . . 202
using keyboard shortcut . . . 38
Enter queue
audio prompt heard in . . . 70

continuous beep . . . 155
DNIS/DDI filtered . . . 67
DNIS/DDI, number of callers . . . 37
DNIS/DDI, using Show All toggle . . . 68
DNIS/DDI, using Show Filtered toggle . . . 68
number of callers . . . 37
Show All toggle, description of, Enter queue . . . 28
Show Filtered button, description of . . . 28
Time in Queue . . . 33
Entry Tone/Exit Tone
scheduling for . . . 182
Entry tones . . . 46
additional information . . . 47
command for, Conference submenu . . . 201
in subconferences . . . 145
scheduling for . . . 182
EPV
overview, creating new conferences . . . 44
Excluding
in Dial list, Q&A priority . . . 94
in Line Detail, Q&A priority . . . 80
votes during poll . . . 113
Exit
application from Options submenu . . . 205
Exit tones
additional information . . . 47
command, in Conference submenu . . . 201
in subconferences . . . 145
scheduling for . . . 182
Exporting
public keys . . . 241
Extension
dialing, during Fast Dial . . . 100
dialing, during Manual Dial . . . 107
dialing, from Line Detail . . . 77
External
digital recording, overview . . . 86
digital recording, reserving lines for . . . 182

F

Fail over
messages, displayed . . . 35
FastDial
Blast command . . . 203
calls . . . 107
description of . . . 98, 203
description of menu items . . . 196
Dial command . . . 203
Edit command . . . 203
Hold dial command . . . 203
Starting line number . . . 100
Fault
command, from Access submenu . . . 200
command, Line menu . . . 204
Faulted
line, in Line Detail . . . 81
lines, additional information . . . 155
number of lines displayed . . . 37
Features
clearing from conference . . . 161
File menu
description of . . . 190
Filtered
DNIS/DDI Enter queue . . . 67
Find Conference
function, in Line Detail . . . 76
Flex
conference, how to schedule . . . 174
scheduling options . . . 174
scheduling, security passcode . . . 172
FLT
faulted line status . . . 37
FTP
exporting public keys . . . 241

G

Gain
adding to conference voice levels . . . 153
additional information . . . 154
command, in Conference submenu . . . 201
Generate
command, report types . . . 193
Get Next Enter
additional information on . . . 70
description of . . . 70
Get Next Help
description of . . . 134
Global
conferences, AUTOVLL line, description of . . . 34
Global ID
display in Conference Detail dialog . . . 136
Groups
reservation, scheduling field . . . 171
transferring participants into subconferences . . . 128

H

Hang up
conference lines . . . 195, 201
conference, when moderator leaves . . . 182
during a dial in . . . 81
faulted line, removing . . . 155
in Dial List dialog box . . . 101
in subconferences . . . 145
line using Access button . . . 200
line, using Line button . . . 204
line, using Line submenu tool bar . . . 158
moderator, scheduling for . . . 182

virtual link line . . . 59
Help
accessing line, using keyboard shortcut . . . 38
conference-wide, description of . . . 135
individual, description of . . . 135
Help Requests queue
additional information . . . 135
conference-wide help, description . . . 135
description . . . 29
number of callers . . . 37
providing assistance . . . 134
Time in Queue . . . 36
when to use . . . 134
Hide/Find
function, in Line Detail dialog . . . 76
HLP
caller status in Help . . . 37
Hold Dial List
command . . . 101
command, FastDial submenu . . . 203
Hold Line!
command . . . 101
Hot keys
for Line Detail dialog . . . 83
for main tool bar . . . 39
for Menu bar . . . 38
using . . . 199
Hunt group
ACS, potential problems with . . . 63
workaround, for link lines . . . 55

I

ID
command, in Conference submenu . . . 201
IDs
setting conference . . . 45
Indicator
clearing . . . 71
of accessed line . . . 71
of changes to caller details during polling . . . 111
of changes to caller details during Q&A . . . 121
Individual
help, description of . . . 135

K

Keyboard
shortcut keys . . . 37
Keys
converting, to OpenSSH format . . . 241
exporting to bridge . . . 241

L

Language
viewing prompt set from Line Details dialog . . . 74
Leader
scheduling a conference . . . 174
Lecture
additional information . . . 50
command, in Conference submenu . . . 201
muted lines, during polling . . . 112
Line
accessed line status . . . 37
audio quality . . . 148
Base status, description . . . 52
blast dialing . . . 102
call type, in Line submenu . . . 204
clearing disconnected . . . 160
command, flags lines as reconnected . . . 204
command, for virtual link line . . . 204
command, naming a line . . . 204
company name, Line submenu . . . 204
Current status, description . . . 52
description of . . . 204
dialing out . . . 106, 107
excluding from vote counts . . . 113
faulting . . . 154
Hangup submenu command . . . 204
hangup, using Line button . . . 204
hangup, using Line submenu tool bar . . . 158
ignoring calls . . . 61
indicator of accessed line . . . 71
indicator, in Polling . . . 111
indicator, in Q&A . . . 121
linking, using tool bar for . . . 206
listening to . . . 152
moderator command, Line submenu . . . 204
mute toggle command . . . 204
number of available . . . 185
number of disconnected . . . 37
number of faulted . . . 37
reserved within a 24-hour period . . . 185
resetting times to zero . . . 161
retrieving . . . 207
starting point during BlastDial . . . 104
starting point during FastDial . . . 100
status, key to . . . 192
transferring link lines . . . 131
virtual, linking to other systems . . . 59
Line Connect Times
command, on Display submenu . . . 202
report, Menu bar . . . 193
Line Detail dialog
Caller ID . . . 73
choosing call type . . . 80

defining a virtual link line . . . 80
dialing an extension . . . 77
DTMF passcode, description of . . . 75
faulting a line in . . . 81
filling in fields using Associate button . . . 82
Find Conference function . . . 76
Hide/Find function . . . 76
placing a caller . . . 81
placing participants in secured conference . . . 81
Release button . . . 81
Release on Close option . . . 81
Release on Close, definition of . . . 81
shortcut keys . . . 83
viewing selected language, based on DNIS . . . 74
Line menu
description of . . . 194
LineDetailDialogShowFindButton
parameter in bridge.properties . . . 225
Lines
dialing out . . . 108
Link lines
defining a dedicated . . . 59
hunt group, workaround for . . . 55
setting up audio path for . . . 22
using tool bar . . . 206
Listen
command, in Options submenu . . . 205
Listening
commands, additional information . . . 148
overview of commands . . . 148
to music in a conference . . . 55
to recorded audio . . . 77
to specific lines . . . 149
Lists
See also Dial lists
Lock
conference, additional information . . . 48
conference, command, Conference submenu . . . 201
Logins . . . 17
Look up
scheduled conferences . . . 186

M

Main tool bar
description of . . . 28
shortcut keys . . . 39
using buttons . . . 199
Maintenance
opening a telnet session . . . 190
privileges . . . 19
Manual dial
additional information . . . 107
in Fastdial dialog box . . . 101
Maximum Lines
scheduling for . . . 182
maxNumOpers
parameter in bridge.properties . . . 225
Menu bar
shortcut keys . . . 38
using Menu bar options . . . 28, 190
Messages
alarm . . . 28
annunciator . . . 54
chat . . . 28
displayed by system . . . 28
fail over, displayed . . . 35
sending to operators . . . 141
sending, using Conference Viewer . . . 142
using default . . . 104
using selected . . . 104
Midnight
scheduling conferences spanning 24 hours . . . 174
scheduling Flex conferences, spanning 24 hours 177
Minutes-per-conference
clearing statistics . . . 160
command, in Purge submenu . . . 205
command, on Display submenu . . . 202
report, Menu bar . . . 193
Mode
commands, entering from keyboard . . . 199
description, scheduling field . . . 169
no-answer . . . 62
Scan, in Pending queue . . . 67
Moderator
code, description, scheduling field . . . 169
command, from Access submenu . . . 200
command, Line submenu . . . 204
hang up, of conference . . . 182
line, when muted . . . 51
muting, by operator . . . 79
operator request, unlock secured conference . 49, 81
setting up automatic BlastDial for . . . 106
Modifying
a dial list . . . 96
Base line status . . . 52
conference in progress . . . 186
conference information . . . 136
dial list entries . . . 97
participant information without accessing the line 140
MPC
fail over messages . . . 35
Multiple Conference Window
enabling multiple open windows . . . 216
Music
adding music, during FastDial . . . 101
adding to conference . . . 55
description of, main tool bar . . . 204
in BlastDial . . . 106
scheduling for . . . 183

setting up audio path for . . . 22
turning on or off manually . . . 204
Mute
lines, additional information . . . 51
moderator, by operator . . . 79
participant, command from Access submenu . . . 200
toggle command, Line submenu . . . 204

N

Name
command, Conference submenu . . . 201
command, from Access submenu . . . 200
command, Line submenu . . . 204
description, scheduling field . . . 170
Name Record/Playback
additional information . . . 170
participant count . . . 184
Naming
a conference . . . 45
NAT
configuring workstations . . . 234
NatConnection
parameter in bridge.properties . . . 225
NatTcpBridgePort
parameter in bridge.properties . . . 226
NatTcpKeepAliveMSec
parameter in bridge.properties . . . 226
NatUdpBridgePort
parameter in bridge.properties . . . 226
NatUdpKeepAliveMSec
parameter in bridge.properties . . . 226
Network Address Translation (NAT)
configuring workstations . . . 233
Next
accessing lines during BlastDial . . . 106
Nighttime command . . . 62
No answer
reports . . . 193
setting . . . 62
setting individual lines . . . 202
Normal
priority, in dial list . . . 94
priority, in Q&A . . . 80
Note
command, in Conference submenu . . . 201
Notes
adding, during a conference . . . 142
numPromptSetLangs
parameter in bridge.properties . . . 227

O

On-demand
creating scheduling profiles . . . 173
scheduling a conference call . . . 173
Op Help Available
scheduling option . . . 170
Op Talk
use of, during Q&A . . . 124
OpenSSH
format, converting keys . . . 241
format, methods of creating . . . 240
SSH1_RSA protocol . . . 237
SSH2_DSA protocol . . . 240
SSH2_RSA protocol . . . 239
Operators
adding channel to conference . . . 37
auditing a conference . . . 141
checking line audio quality . . . 148
components of UI window for . . . 28
conference area . . . 49
conference connection to . . . 37
conference room, description of . . . 29
deleting scheduling records . . . 161
linking virtual lines . . . 59
modifying caller information . . . 140
muting moderator, Line Detail . . . 79
naming conferences . . . 45
printing schedule information . . . 187
privileges . . . 19
report, Menu bar . . . 193
requesting moderator to unlock conference . . . 49, 81
scanning conferences . . . 152
sending messages to . . . 141
sending messages, Conference Viewer . . . 142
statistics for, command, on Display submenu . . . 202
status bar . . . 29
talk path . . . 194
time-sensitive assistance . . . 36
voice path (toggle on/off) . . . 38
OPR
operator connection status . . . 37
Options
annunciator submenu command . . . 205
Chat command in submenu . . . 205
description of, on tool bar . . . 205
displaying Conference Activity . . . 205
exiting application from Options submenu . . . 205
Listen command, in submenu . . . 205
moderator lines displayed first . . . 197
number of lines per column . . . 197
opening multiple conference rooms . . . 197
opening Scheduler from the tool bar . . . 205
printing conference status, submenu . . . 205
Scan command, in submenu . . . 205
Out of service lines, handling . . . 154
Overbilling
preventing, using purge . . . 160
Overbooking

in unattended conferences 182

P

Parameters
allowConfToolBarFocus 222
Browser 222
commandPort 222
CVBrowser 223
CVServerPath 223
enableHangupButton 223
LineDetailDialogShowFindButton 225
maxNumOpers 225
NatConnection 225
NatTcpBridgePort 226
NatTcpKeepAliveMSec 226
NatUdpBridgePort 226
NatUdpKeepAliveMSec 226
numPromptSetLangs 227
promptSetLang1 227
promptSetLang2 227
promptSetLang3 227
promptSetLang4 227
schapi_timer_C 227
schedulerApp 228
schedulerNoPrompt 228
showLineModifyIndicator 228
showTimeInHelpQueue 228
SSchedPath 228
statusTCPKeepAliveMsgWait 229
statusTCPLastMsgInterval 229
TalkMSecInterval 229
TcpStatusPort 230
timeInQueueInterval 230
UdpStatusPort 230
Participants
assisting 133
talking to 37
transferring into smaller groups, subconferences . 128
transferring one or more 206
virtual link, two conferences 59
See also Callers or Conferees
Passcode
last-entered, description of 75
second level, scheduling for 172
Past Conference
reports, from Menu bar 193
reports, viewing and printing 164
Paths
of default installation 211, 214
Pending queue
audio prompt heard in 70
continuous beep 155
line indicator, description 71
number of callers 37
Phone
extension, dialing during Fast Dial 100
extension, dialing during Manual Dial 107
extension, dialing from Line Detail 77
numbers, characters used in 107
PIN
codes and lists, definition of 171
PIN List
description, scheduling field 171
PIN Mode
description, scheduling field 171
Place
command, from Access submenu 200
Placing
callers during Blast 106
callers using Get Next Enter 70
callers without an access code 95
participants, unlocking a secured conference . . . 81
Play
playback command, analog 88
playback command, Conference submenu . . . 201
playback, annunciator messages 54
Poll
command, in Conference submenu 201
Polling
adding caller details from audio 111
line indicator, description 111
muted lines, in lectured conference 112
Polling sessions
conducting 110
ending 116
results 115
starting 111
Population
of Line Detail dialog box from roster 81
Ports
Auto Extend, scheduling for 181
Predefined
application executable 211, 214
Print
command, in Options submenu 205
Printing
CDRs, CODRs 46
Conference Activity report 193
Conference Status report 193
past conference reports 164
scheduled conferences information 187
Privileges
for administrator-related tasks 19
for operator-related tasks 19
for scheduler-related tasks 19
Profiles
setting up, for Flex 174
setting up, for On-demand or Flex 173
Prompt Set

description, scheduling field . . . 184
scheduling for . . . 184
viewing selected language from Line Details dialog 74
viewing selected language of the participant . . . 74
promptSetLang1
parameter in bridge.properties . . . 227
promptSetLang2
parameter in bridge.properties . . . 227
promptSetLang3
parameter in bridge.properties . . . 227
promptSetLang4
parameter in bridge.properties . . . 227
Protocols
SSH1_RSA . . . 237
SSH2_DSA . . . 240
SSH2_RSA . . . 239
Public
keys, exporting to bridge . . . 241
Purge
Call counts, submenu command . . . 205
description of . . . 197
disconnect lines, submenu command . . . 205
Minutes-per-conference, submenu command . . . 205
Total Line Times command . . . 205
puTTY
SSH, setting up a secured channel . . . 235

Q

Q&A (Question-and-Answer) . . . 118
additional information . . . 124
Ask? button . . . 125
command, in Conference submenu . . . 201
in Dial list . . . 94
line indicator, description . . . 121
Op Talk, button, use of . . . 124
pressing *1 during subconferences . . . 146
Release button, use of . . . 126
Resume button, use of . . . 126
sessions . . . 119
setting caller priority . . . 80
starting Conference Viewer . . . 122

R

Reconnect
command, Line submenu . . . 204
Record/Playback
additional information . . . 170
setting up recording audio path . . . 22
Recording
analog . . . 87
conferences . . . 86
conferences chapter . . . 85
placing a record channel . . . 201
setting up audio path for . . . 22
Regional
setting time display . . . 28
Release
button, operator help option . . . 124, 125
button, questions during Q&A, . . . 126
button, use of in Line Detail dialog . . . 81
command, from Access submenu . . . 200
on Close, option, in Line Detail dialog . . . 81
Release on Close
using Line Detail dialog with . . . 81
Reports
ACS . . . 193
adding a conference note to . . . 142
Conference Activity . . . 193
Conference Status . . . 193
how values increment . . . 162
line connect times . . . 193
minutes per conference . . . 193
operator status . . . 193
printing and viewing status . . . 162
total line times . . . 193
Reservation Group
scheduling for . . . 171
Results
conference name requirement . . . 45
polling . . . 115
Resume
button, in Q&A . . . 126
Retrieve
description of . . . 207
line from wrong conference . . . 207
scheduled conferences . . . 186
Roll call
in subconferences . . . 145
using voice roster . . . 47
Roster
command, from Access submenu . . . 200
for voice roll call . . . 47
populating in Line Detail dialog box . . . 81
using to supply information to dial list . . . 82

S

Scan
command, in Options submenu . . . 205
mode, in Pending queue, definition . . . 67
Scanning
conferences . . . 152
schapi_timer_C
parameter in bridge.properties . . . 227
Scheduler
command, in Options submenu . . . 205
privileges . . . 19
Scheduler, Reservation Group . . . 171

schedulerApp
parameter in bridge.properties . . . 228
schedulerNoPrompt
parameter in bridge.properties . . . 228
Scheduling
a daily conference . . . 179
a Flex conference call . . . 174
a monthly conference . . . 180
a one-time conference . . . 179
a weekly conference . . . 179
an on-demand conference . . . 173
an on-going conference . . . 179
description, conference ID field . . . 168
Flex conferences . . . 174
for Auto Extend Duration . . . 181
for Auto Extend of ports . . . 181
setting up profiles, for Flex . . . 174
setting up profiles, for On-demand or Flex . . . 173
Search For field
in Line Detail . . . 76
Security
additional information . . . 49
command, in Conference submenu . . . 201
in subconferences . . . 146
operator conference . . . 49
passcode, description, scheduling field . . . 172
requesting moderator to unlock conference . . . 49, 81
scheduling for . . . 184
setting up secured connections, admin software . 235
Server
fail over message . . . 35
Sessions
polling . . . 110, 111
polling, ending . . . 116
polling, starting . . . 110
Q&A, description of . . . 119
Q&A, starting . . . 118
questions during Q&A . . . 123
Set
12-hour or 24-hour format . . . 28
button, on main tool bar . . . 206
Nighttime command . . . 62
Shortcut
keys, for Line Detail dialog . . . 83
keys, for main tool bar . . . 39
keys, for Menu bar . . . 38
Show All
toggle, description of, Enter queue . . . 28
toggle, in DNIS/DDI Enter queue . . . 68
Show All Conferences
in Line Detail . . . 76
Show Filtered
description of, Enter queue . . . 28
toggle, in DNIS/DDI Enter queue . . . 68
showLineModifyIndicator
parameter in bridge.properties . . . 228
showTimeInHelpQueue
parameter in bridge.properties . . . 228
Sign-in
as administrator or maintenance . . . 24
exiting from current login . . . 23
invalid sign-in or password . . . 18
login procedure . . . 18
name, description, scheduling field . . . 172
operator session . . . 24
table of privileges . . . 19
Sort
dial list entries, alphabetically or as entered . . . 82
Speed dialing
table that lists types of . . . 98
SSchedPath
parameter in bridge.properties . . . 228
SSH
exporting public keys . . . 241
SSH1_RSA protocol . . . 237
SSH2_DSA protocol . . . 240
SSH2_RSA protocol . . . 239
Start Time
scheduling for . . . 183
Starting line
during BlastDial . . . 104
during FastDial . . . 100
Statistics . . . 160
clearing, preventing overbilling . . . 160
Status
bar, operator . . . 29
description, scheduling field . . . 172
line, description of Base . . . 52
line, description of Current . . . 52
of line when viewing, letters . . . 192
reports, printing and viewing . . . 162
statusTCPKeepAliveMsgWait
parameter in bridge.properties . . . 229
statusTCPLastMsgInterval
parameter in bridge.properties . . . 229
Subconferences
affecting Q&A in main conference . . . 146
applying moderator hang up . . . 145
applying security . . . 146
Auto Extend Duration, non -supported feature . . . 145
Auto Extend Ports, non -supported feature . . . 145
cross reference number . . . 143
overview . . . 144
roll call . . . 145
transferring participants into . . . 128
using entry tones in . . . 145
using exit tones in . . . 145
viewing a billing code . . . 145
viewing from Conference Navigator . . . 143
Sys PIN

system-wide PIN codes, definition . . . 171
System
clearing features . . . 159
clearing information . . . 160
displayed messages . . . 28
message area, location on UI . . . 35

T

Talk (to participants) . . . 37
TalkMSecInterval
parameter in bridge.properties . . . 229
TcpStatusPort
parameter in bridge.properties . . . 230
Technical support
contact information . . . 12
Telephone
description, scheduling field . . . 170
extension, dialing during Fast Dial . . . 100
extension, dialing during Manual Dial . . . 107
extension, dialing from Line Detail . . . 77
using multiple-line, setting up audio paths . . . 23
Time in Queue
Enter . . . 33
Help Requests . . . 36
Time intervals
displayed within a 24-hour period . . . 185
in Expanded Schedule . . . 185
setting 12-hour, 24-hour format . . . 28
Time sensitive
operator assistance . . . 36
timeInQueueInterval
parameter in bridge.properties . . . 230
Title bar
description of . . . 28
TLK
operator talk toggle . . . 37
Tones
entry . . . 46
Tool bar . . . 28
using hot keys . . . 199
Tools menu
description of . . . 197
Top priority
in dial list . . . 94
in Q&A . . . 80
Total
Line Times report, Menu bar . . . 193
Line Times, command, in Display submenu . . . 202
Line Times, resetting to zero . . . 205
time statistics, clearing . . . 161
Transfer
command, from Access submenu . . . 200
Transferring
calls . . . 128
conference, using tool bar . . . 206
definition of . . . 195
link lines, using tool bar . . . 206
one or more participants . . . 206
participants, into smaller groups . . . 128

U

UdpStatusPort
parameter in bridge.properties . . . 230
UI (User Interface) . . . 28
application, sections of . . . 28
changing window or column size . . . 40
components of . . . 28
logging in . . . 17
Main tool bar, description of . . . 28
modifying windows . . . 40
starting . . . 17
Unattended conferences
table listing conference features . . . 181
Undo . . . 129
Undo Last Line Transfe . . . 129

V

View
expanded schedule . . . 185
line status, key to . . . 192
menu, description of . . . 191
Past Conference reports . . . 164
scheduled conferences . . . 186
time intervals and reserved lines . . . 185
Virtual link lines . . . 59
command, from Access submenu . . . 200
command, from Line submenu . . . 204
selecting in Line Detail . . . 80
VLL
See also virtual link lines
Voice
mail, setting up multiple sessions, impact on . . . 23
path, toggling (on/off) . . . 38
roster, using during conferences . . . 47
VoIP
description of, billing . . . 81

W

Windows
changing UI columns . . . 40
Conference Navigator . . . 28
modifying display . . . 40
polling . . . 110
resizing . . . 40
sizing . . . 40